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ABSTRACT

Designed to facilitate neighborhood resource centers for community projects, this 2-year cooperative demonstration project between the Seattle Public Library and Seattle University's community resource program developed four methods for libraries to serve community groups on an effective and continuing basis: regular attendance by librarians at community group meetings; contributions by community leaders to their neighborhood libraries; formal presentations by librarians to community groups; and installation of computer terminals in neighborhood libraries. Also included in these programs was the involvement of all levels of librarians in planning, special orientation, training, outreach, and evaluation. Project activities were evaluated by comprehensive and special purpose questionnaires for specific models and activities, interviews, and the deliberations of an ad hoc library and staff committee. Results indicated the combination of librarian training and outreach increased the visibility of special collections; computer terminals increased public awareness of library accessibility; and, finally, that outreach improves the ability of the library staff to improve professional skills and enhances the overall visibility of library services. Appendices include questionnaires, supporting administrative documents, and sample public relations materials. (Author/RAA)

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Authors: Julie Burr, Arlis Stewart, Don Willis

Principle Investigator: Dr. Linda Fitzpatrick
Institute of Public Service, Seattle University
Seattle WA 98122
(206)626-5760

Information for Community Action: A Demonstration of University/Public Library Cooperation in Meeting Community Groups' Information Needs

August 1980

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Seattle University's Community Resource Center and the Seattle Public Library were funded by the Department of Health, Education and Welfare's Library Research and Demonstration Program in June of 1978 to establish a system for providing information to facilitate the activities of community groups in the Seattle Area by establishing Neighborhood Resource Centers in selected Seattle neighborhood libraries. In spite of enthusiasm from community leaders for development of Neighborhood Resource collections in branch libraries, NRC use was less than anticipated during the first demonstration year.

The CRC and the Seattle Public Library received second year funding from HEW to further develop and heighten the visibility of the Public Library's ability to provide current, useful information to community action groups. During the second year, project staff developed and tested four ways the library could serve these groups more effectively and laid the basis for the continuation of successful components of this two-year demonstration:

1. Librarians regularly attended community group meetings;

2. Community leaders contributed resources to their neighborhood libraries;

3. Librarians established contact and made formal presentations to to community groups; and

4. A computer terminal was placed in a neighborhood library and programs ranging from neighborhood census data to introductory games were available.

The second year also involved all levels of library staff in planning, special orientation and training, outreach, and evaluation.

Project activities were evaluated by a comprehensive questionnaire, questionnaires for specific models and activities, interviews, and the deliberations of an ad hoc committee consisting of library and project staff.

Results show that models combining librarian training in special library resources with outreach to community groups at group meetings increased the visibility and use of special collections. They also show that computer terminals can provide useful information at branch libraries and that the public perceives branch libraries to be more accessible than other public institutions. Finally, they show that after a pilot experience of outreach to community groups, library staff will recommend and advocate continuation of activities that they perceive improve and enhance the visibility of library services and that provide opportunities for staff to improve and expand their professional skills.

IR 009652

TABLE OF CONTENTS

	Page
EXECUTIVE SUMMARY	1
I. BACKGROUND AND INTRODUCTION	2
II. PROCEDURES	5
A. Ongoing Project Functions	5
B. Models of Library/Community Group Interaction	6
Model #1: Librarian Presentation to Community Groups.	6
Model #2: Community Contribution to Branch Collections	7
Model #3: Librarian Outreach.	7
Model #4: Computer Assisted Information Retrieval	8
C. Development and Implementation of Models	9
1. Training	9
2. Dissemination	11
D. Summary	12
III. EVALUATION OF RESULTS	13
A. Introduction	13
B. Neighborhood Resource Centers	13
C. Community Directory, Information and Referral, Newsletter	14
D. Model #1: Librarian Presentations to Community Groups.	15
E. Model #2: Community Contributions to Branch Collections	16
F. Model #3: Librarian Outreach	17
G. Model #4: Computer Assisted Information Retrieval.	18
1. Programs used	20
2. Patron evaluation of computer use	20
3. Patron evaluation of librarian assistance	21
4. Project publicity	22
5. Community group workshops	22
6. Librarian training.	24
7. Comprehensive questionnaire	25

Table of Contents, continued

	Page
H. Training	25
IV. RECOMMENDATIONS	26
APPENDICES	27
1. Sample comprehensive questionnaire	27
2. Sample questionnaire - librarian presentation to community groups.	32
3. Sample questionnaire - librarian outreach.	33
4. Sample questionnaire - computer assisted information retrieval.	34
5. Memo to branch staff - GRA and Office of Neighborhood Planning, orientation meeting.	35
6. Memo to Mays, Stewart - Ad hoc committee recommendation for computer component and other demonstration project models	36
7. Letter to Fitzpatrick from NRC Project Librarian	37
8. Sample newsletters	
Neighborhood News in Review, June, 1980.	38
CRC newsletter, May-June 1980.	42
9. Sample public information brochures	
Columbia Library.	48
Neighborhood Resource Center	50

EXECUTIVE SUMMARY

Seattle University's Community Resource Center and the Seattle Public Library were funded by the Department of Health, Education and Welfare's Library Research and Demonstration Program in June of 1978 to establish a system for providing information to facilitate the activities of community groups in the Seattle area by establishing Neighborhood Resource Centers in selected Seattle neighborhood libraries. In spite of enthusiasm from community leaders for development of Neighborhood Resource collections in branch libraries, NRC use was less than anticipated during the first demonstration year.

The CRC and the Seattle Public Library received second year funding from HEW to further develop and heighten the visibility of the Public Library's ability to provide current, useful information to community action groups. During the second year, project staff developed and tested four ways the library could serve these groups more effectively and laid the basis for the continuation of successful components of this two-year demonstration:

1. Librarians regularly attended community group meetings;

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Project activities were evaluated by a comprehensive questionnaire, questionnaires for specific models and activities, interviews, and the deliberations of an ad hoc committee consisting of library and project staff.

Results show that the models combining librarian training in special library resources with outreach to community groups at group meetings increased the visibility and use of special collections. They also show that computer terminals can provide useful information at branch libraries and that the public perceives branch libraries to be more accessible than other public institutions. Finally, they show that after a pilot experience of outreach to community groups, library staff will recommend and advocate continuation of activities that they perceive improve and enhance the visibility of library services and that provide opportunities for staff to improve and expand their professional skills.

I. BACKGROUND AND INTRODUCTION

The "Information for Community Action" demonstration project began as a cooperative activity of the Seattle Public Library and Community Resource Center (CRC) at Seattle University in 1978. The CRC, a component of the Seattle University's Institute of Public Service graduate program, had been operating since 1976 as an information center for community action groups. The CRC was staffed by graduate student interns and CETA employees and provided information, referrals, a monthly community information newsletter and directory of community groups for persons interested in community level activities. Assistance with organizing and working on issues and a library of resources for community groups were also CRC services. As the CRC's library developed and demand for resources increased, CRC staff realized that the Seattle Public Library could potentially provide written resources to community groups in a much more comprehensive and efficient manner. A joint proposal was developed and submitted to HEW and in 1978 the Seattle Public Library and Seattle University Community Resource Center were awarded a demonstration grant to develop an effective system for the library to provide informational resources to community action groups.

A professional librarian, a community information specialist and clerical support were hired to staff the project. The librarian decentralized and expanded the CRC's library by establishing Neighborhood Resource Centers (NRC's) in Seattle branch libraries. The NRC collections include books, periodicals, government documents and specially prepared materials. Archboards post notices of the City's public hearings concerning land use issues, building and zoning applications and City Council hearings. In selected NRC's a neighborhood map depicts the library service area and illustrates details of neighborhood zoning. The maps can be marked temporarily to locate proposed developments, meeting places or other area of current concern to neighborhood residents. Additional informational materials have been divided into categories including neighborhood organizing, economic development, fundraising, energy conservation, housing, land use and neighborhood activities locally and around the country.

The Community Information Specialist continued providing the information and referral services, publishing the monthly community newsletter and assisted in automating the CRC's directory of community groups in order to simplify procedures for keeping it up to date. She also researched and published case studies of local neighborhood groups' activities which are now available in the Neighborhood Resource Centers.

In spite of enthusiasm from community leaders for development of Neighborhood Resource collections in branch libraries, NRC use was less than anticipated during the first demonstration year. In retrospect, project staff feel that several factors contributed to the underutilization of the resource collections:

-lack of adequate publicity;

-lack of branch librarian familiarity with the collections and their purpose;

-feelings of animosity toward the special collections from some librarians who felt overburdened with yet another library activity;

-NRC materials were not catalogued making it difficult for librarians to refer patrons to the resources.

The CRC and the Seattle Public Library received second year funding from HEW to further develop and heighten the visibility of the Public Library's ability to provide current, useful information to community action groups. During the second year, project staff developed and tested four ways the library could serve these groups more effectively and laid the basis for the continuation of successful components of this two-year demonstration. Four models of library-community group interaction were developed and evaluated:

1. Librarians regularly attended community group meetings, becoming familiar with issues of importance to various communities and helping provide the informational resources needed to deal effectively with those issues.

2. Community leaders contributed resources to their neighborhood libraries, encouraging the community to use their library as a 'resource center,' posting meeting notices, maintaining a file on their activities, etc.

3. Librarians established contact and made formal presentations to community groups on the services/resources available within the library system.

4. A computer terminal was placed in a neighborhood library for public use and experimentation with the capabilities of the computer for serving community groups' informational needs. Several computer programs were developed that were of special interest to community action groups.

Based on the results of the first-year project evaluation, the project staff recognized the importance of the participation and support of librarians in developing and testing new library activities; therefore during the second year, library staff played a much stronger role planning and evaluating each model of library-community group interaction. Project staff also held workshops with librarians to acquaint them with concerns of community action groups and their informational needs and with the structure and operation of the city departments with which these groups dealt most frequently. Branch librarians also participated in informational and training sessions with representatives of key departments within the Seattle Public Library system thus familiarizing themselves with the total resources of the library system that might be helpful to community action groups.

Finally, project staff worked both with other community efforts and with an ad hoc library planning group to lay the basis for continuing the successful components of this two-year demonstration.

The remainder of this report is divided into two major portions: section II, procedures describing the components of the project, and section II, evaluation of results. Finally, Section IV deals with recommendations based on the evaluations.

II. PROCEDURES

This section will describe, in some detail, what was done in each component of this demonstration project. First it will address activities continued from the first year and modified in year two. These include: the Neighborhood Resource Center collections, the computerized Community Council/Club Directory, and the newsletter. Then it will describe the development and implementation of the four models of increased library-community group interaction. Finally, it will describe training, dissemination and evaluation procedures.

A. Ongoing Project Functions

The Neighborhood Resource Centers, established during the first year of the project, have been expanded through the project's second year and seem to be enjoying a slightly higher level of use. The majority of the materials are made available in ten 'full scale' centers, one of which functions as a 'model' and/or back-up collection located in the Governmental Research Assistance Library. There are smaller centers in the remaining 13 branch libraries which feature locally produced documents or reports (environmental impact statements, guides to city policies, city budgets, etc.).

To address one of the criticisms made by branch library administrators, the lack of accessibility to the NRC materials through the branch catalog, almost all of the non-local titles and selected local documents which would still be significant several years from now were sent through the cataloging process. Cataloging was ordered both for items in the collections the first year and also for titles added during the second year.

Use and organization of NRC materials were evaluated by a questionnaire distributed to all branch library staff and by an ad hoc committee of library and project staff. (see Appendix 1 for sample questionnaire).

The Community Council/Club Directory and mailing labels to those groups continued to be updated, and sold or given upon request to persons, organizations or agencies needing to communicate with active community groups and leaders. The need for this activity was evaluated by logging and surveying the clients who purchased the directory during the first project year.

The Community Information Specialist answered an average of three telephone calls per day for information about the area's community organizations, contact persons from these groups, etc. In addition, the CRC continued publishing the monthly newsletter as a means of communication amongst and with members of community groups and other interested parties. Two issues of the CRC newsletter were substituted with a review of neighborhood groups' accomplishments in cooperation with the staff of the "Neighborhood News Review" radio program. The CRC continues to receive requests to be included on the mailing list for the newsletter and distribution is now about 850 persons.

B. Models of Library/Community Group Interaction

Model #1: Librarian Presentation to Community Groups

This model was originally titled "Citizen/Local Expert/Library Interaction Model." In this model project staff planned to arrange meetings among community leaders, librarians and local experts from city and other appropriate departments to discuss informational needs and how those needs could be met utilizing the library. The model was revised when meetings with community leaders revealed that they would prefer that a librarian discuss resources of the library rather than moderate the meetings with local experts. Many community leaders lacked knowledge of the library's resources but were already interacting with local experts quite frequently. The model was revised so that librarians would make presentations to community groups about the library's resources.

This model was demonstrated in the Northwest and Northeast regions of Seattle. All of the community groups contacted in these regions were receptive to librarians giving presentations at their meetings, but in several cases scheduling was a problem due to the tight agendas of these community action groups. During the project year two librarians were selected to implement this model and gave presentations to: the Fremont Public Association, Loyal-Whittier Heights Community Council, Queen Anne Community Council, Lake City Chamber of Commerce, Ravenna-Bryant Improvement Committee meetings, and the Wallingford Community Council.

In preparation for the presentations the librarians participated in two orientation sessions set up by project staff. In the first they met with city employees from departments that community groups deal with frequently and with staff of the Governmental Research Assistance Library (GRAL), the Library primarily responsible for serving city and county employees. In these sessions the city employees and GRAL librarians discussed resources they could provide community leaders, and ways of increasing their accessibility through branch librarians and the library system. In the second session librarians talked with librarians from the Business, Education, Media and History departments of the Central Library to familiarize themselves with the resources community leaders might use in each of these departments.

Prior to each community group presentation the librarians acquainted themselves with the branch library serving the particular community group. This enabled the librarian to speak about the library resources most accessible to the group, especially special branch collections such as Neighborhood Resource Centers. The librarians also contacted an officer of the group prior to the presentation to determine the group's particular concerns and need for resources. They then identified resources within the entire library system that might address those concerns and familiarized themselves with them more thoroughly if they felt it necessary. For example, the Fremont Public Association was most concerned with seeking funding to support its programs. Prior to a presentation for that group, the librarian spent several hours studying the resources in the Foundation Center of the Central Library and felt comfortable discussing them and answering questions from the group.

Project staff distributed brochures describing various library services, not all of which were directly related to neighborhood improvement activities, at the community meetings. In addition, appropriate neighborhood related books, journals and newsletters were brought to the meetings and displayed.

This model was evaluated by a questionnaire sent to all branch librarians, through interviews with participating librarians and community groups, and by the ad hoc project staff/librarian group (see sample questionnaires, Appendices 1 & 2).

Model #2: Community Contributions to Branch Collections

Originally this particular model was to be developed at the Queen Anne, West Seattle, Southwest and Fremont branch libraries with selected community councils in each branch's service area. However, due to low community interest, reservations by branch librarians, and constraints on the project librarian's time, it was tested in only one branch library.

The Fremont Community Council routinely sends copies of their board meeting minutes to the Fremont Branch Library to be posted. A second set of the meeting minutes are kept at the circulation desk to be used in the library only. The Fremont Public Association was also approached to see if they would be interested in a similar type of arrangement but at the two different times they were approached they were embroiled in some internal problems or discussions and they chose not to respond.

The model was evaluated by a questionnaire disbributed to all librarians and by interviews with the librarian and community group involved as well as by the ad hoc librarian/project staff committee (see Appendix 1).

Model #3: Librarian Outreach

The Librarian Outreach model was designed to see if librarians' attendance and participation at community council meetings would increase community leaders' use of library resources related to issues the council was working on. Three librarians were active in this particular model--two from the Northeast Region with the responsibility for attending meetings held by three groups and one librarian who covered the meetings held by two organizations. Between January and June 1980, 26 meetings were attended by the three librarians, an average of eight meetings each.

In some meetings librarians participated by either describing the demonstration project or by informing the groups of materials relevant to their interests at their branch library or elsewhere within the library system.

This model was evaluated by a questionnaire disbributed to branch librarians, by interviews with the librarians and community groups involved, and by the ad hoc project staff/librarian committee (see sample questionnaires, Appendices 1 & 3).

Model #4: Computer Assisted Information Retrieval Model

In this model project staff placed a computer terminal in a neighborhood library, made community information computer programs available to community leaders, and held workshops with branch librarians and community group members on the use and capabilities of the computer for meeting community groups' informational needs. Project staff planned to make available the computerized community council program developed during the first project year and other data bases such as the New York Times Information Bank and local census tract information.

Project staff were fortunate to have the assistance of three professional computer programmers in development of this model. Ken Berkun, who wrote the community council directory computer program the first project year, continued his involvement part time on contract. The project also contracted with Jeffrey Finn, a former Neighborhood Planner for the City of Seattle, to assist with the project. Al Williams, recipient of a National Science Foundation Data Ombudsman grant, assisted as part of his grant responsibilities.

A Texas Instrument 745 computer terminal was leased and installed in the Columbia Branch Library in Southeast Seattle, an area represented by numerous community action groups and where several city funded projects were currently underway.

The computerized community council directory was further developed to be self explanatory for public use and was made available from the Seattle University computer through the branch library public access terminal. Several packaged automated games (Sahara, Blackjack, Crazy Eights, Elements and Space) were made available so that persons of all ages and persons who had never used a terminal would be encouraged to use the public access computer terminal. A packaged loan and checkbook balancing program were also made available to demonstrate the computer's ability to simplify financial matters.

Al Williams, the City's Data Ombudsman, developed and made available using the University of Washington's computer, a program which could map and analyze 1970 Census Tract information by Census Tracts and smaller areas called Block Groups, Seattle election data by Census Tract, annual statistical reports on Seattle crime, building permit information and election data by precinct for each legislative district.

Project staff decided not to subscribe to national data bases such as the New York Times Information Bank after informally surveying several community groups who all felt local information would be more useful.

A training workshop was held with seven librarians who work in the Columbia Branch Library and who would be assisting library patrons use the computer programs. The workshop consisted of these parts:

1. A history of the "Information for Community Action" project and the computer component;

2. The basic mechanics of computers and terminals--how they work, computer language, etc.

3. A hands-on demonstration of each of the programs available for public use; and

4. A demonstration of other potential uses of the computer for library and community use.

The training workshops for this model were attended by other librarians not directly involved in assisting library patrons using the computer, as well as approximately 30 library department heads, administrators, and computer searchers and regional librarians. In response to a request, project staff provided a demonstration to the librarians of the Northwest region of the city.

After the librarian training, workshops were scheduled with members of several community groups. The workshops included an introduction to computers and how they work, a demonstration of the programs available for their use at the Columbia Branch Library and a demonstration tailored to each group on how computerized information could assist their individual needs. Community groups who participated in the workshops were:

Southeast Effective Development - a coalition of community groups in Southeast Seattle.

Metrocenter YMCA - a non-profit group sponsoring numerous programs ranging from energy conservation to parent effectiveness training.

Employment Opportunities Center - an organization that teaches basic skills and helps find employment for Asians and other minorities.

Rainier Action Center and Rainier Chamber of Commerce.

The computer terminal component was evaluated after seven months of public use by questionnaires filled out by librarians and community groups participating in training workshops, by individual users, by branch librarians and by the ad hoc project staff/librarian committee (see sample questionnaires, Appendix 1 & 4).

C. Development and Implementation of Models

1. Training

The focus the first year was on the physical centers in the branch libraries and the information made available there. With greater involvement of branch library staff planned for the second year, an introduction to both the sources of this information as well as key departments or offices in Seattle's city government and to the Central Library system was needed. Offices handling information and/or issues of importance to community groups were selected. The Environmental Section of the Building Department, the agency that distributes most in-city environmental impact statements, was asked

to participate so that librarians would become more knowledgeable about the source and timing of these documents. The Office of Neighborhood Planning, a component of the City of Seattle's Department of Community Development, was included because it is the department that works most closely with neighborhoods in their physical planning and helps organize community councils where none exist. The Citizens Service Bureau fulfills a similar advocacy role for citizens dealing with the city bureaucracy. Citizens who contact this office are directed to the appropriate unit of government with the Bureau often taking an active role in seeking solutions. The Project Librarian felt that by involving this small but significant office of city government, which works under the Mayor's Office and benefits from this direct relationship, library staff would be made aware of a problem solving agency to which they could refer users of the branch libraries.

The City Council and the Mayor's Office are the two units of city government most often lobbied by community councils and other special interest groups or individuals because of their control of the City's budget and Block Grant allocations. They were included in the training sessions also. Librarians received a behind-the-scenes view and a direct explanation as to how the different actors in this sometimes comedic dance of legislation view their roles, the roles played by community councils and most importantly, how city officials felt branch libraries could assist in the process.

The Foundation Center (part of the Education Department) and the Governmental Research Assistance Library are the two most significant resources of the library system potentially unfamiliar to branch librarians and of most use to community councils. The Foundation Center has a wealth of information and trained staff which could be invaluable to individuals and organizations preparing grant proposals. The Governmental Research Assistance Library has been the headquarters for the Project Librarian for the two years of the project and also the main distribution point within the library system for city-produced documents.

Participating librarians were selected by the Regional Librarians from among regional staff. These choices were also influenced by the degree to which the individual librarians felt that their particular region was going to participate in the second year of the project and their interest in the goals of the project. With seven participants from the branch libraries, three came from the South Region, three from the Northeast, and one from the Norhwest Region. Six of the participants in the December orientation sessions became quite active in the project during the six months following.

The training took one full day. For part of the day the group was split and two separate sessions were conducted. The smaller group size allowed for a greater exchange of information.

Finally, based upon the positive experiences of branch staff, additional half-day training sessions were scheduled for other branch library staff. Ten staff members were involved this time, three from Northwest, three from Northeast, and four from the South Region including the Regional Librarian. Material explaining the sessions was sent out to the participants ahead of time and participants were split into two groups. The sessions this time included only two presentations or discussions; an orientation to the Governmental Research Assistance Library and a talk by the new director of the Office of Neighborhood Planning about how that particular office works with the neighborhoods (see Appendix 5).

Additionally, as Model #1 evolved from the initial intent which was to have forums directly involving community council members and policy makers in city government to a model that used librarians from two regions speaking to the community councils about the project and the ways the library could help them with access to information about city government, it became clear that the two librarians who would participate in this model would need more intensive training. For them, sessions were again set up with staff from the Governmental Research Assistance Library, the History Department, the Foundation Center in the Education Department, Business Department and Media Services Department.

These training sessions were evaluated through questionnaires completed by participants, a questionnaire distributed to all branch library staff, and by the ad hoc project/library staff planning and evaluation group (see Appendix 1).

2. Dissemination

Information about this demonstration project will be disseminated through a variety of formal and informal mechanisms. The Project Librarian sent a query letter to the editor of American Libraries, received a positive response in February 1980, and will submit an article for publication in September of 1980. The National Association of Neighborhoods Bulletin, Self-Reliance, RAIN, Neighborhood Ideas and Neighborhood Works publications will receive the summary of the findings and recommendations of this report.

The project has also been presented to other librarians and to the public of the Puget Sound Region through special conferences and fairs. The Seattle Public Library's demonstration of Computer Assisted Information Retrieval through the neighborhood computer terminal gained national recognition as a progressive demonstration of library-community interaction and use of public access computer terminals. The project's Community Information Specialist presented an overview of the project at the American Society for Public Administration Conference in San Francisco (April 1980) and one of the project's computer consultants demonstrated our automated community information access at the Council for Planning Librarians meeting held in San Francisco at the same time.

Statewide and locally, the Community Information Librarian displayed an exhibit about the public access computer at the Washington Library Association Annual Conference in Spokane, Washington, in May 1980. He also constructed an identical exhibit for the Holland Library at Washington State University in Pullman, Washington. An exhibit was also made available to the Washington State Library in Olympia.

Project staff and librarians also sponsored an exhibit at CityFair , a local celebration of citizens' brightest ideas relating to neighborhoods, in June 1980. Librarians participating in CityFair were interviewed to assess the value of this outreach activity. Further, all branch staff evaluated the Seattle Public Library's involvement in conference and fairs in a comprehensive project questionnaire (see Appendix 1).

D. Summary

This project has developed special collections and equipment for branch libraries; tested several new ways for branch library staff to interact with patrons active in community groups; and developed training opportunities for library staff--all with the goal of increasing the capability of branch libraries to meet the information needs of people involved in community and neighborhood activities.

The following two sections will evaluate those materials and procedures, and present recommendations for others with similar goals.

III. EVALUATION OF RESULTS

A. Introduction

Project activities were evaluated through a number of mechanisms:

-a comprehensive questionnaire on all project activities sent to all branch library staff;

-specific questionnaires completed by staff involved in training sessions and by patrons using the computer terminal;

-interviews with both library staff and members of community groups involved in the models in which librarians regularly attended community council meetings, librarians made special presentations on library resources to community groups, and librarians accepted materials from community groups.

-by an ad hoc committee composed of library and project staff who were asked to identify which project activities were beneficial to the library and its patrons and to recommend the manner in which those activities should be perpetuated.

This section will present the results of those evaluation activities.

B. Neighborhood Resource Centers

A comprehensive questionnaire was distributed to 106 library staff. Eighty-five were completed and returned. (Of those, 72 had had some experience handling Neighborhood Resource Center (NRC) materials.) They responded as follows:

-Do you feel the NRC collections have been useful to:
(check appropriate lines)

27 community council/group members
56 other library patrons
26 library staff
1 other

(number of respondents to this question was 66)

The greatest number felt materials have been useful to "other" library patrons. Some commented that community council/group members didn't necessarily identify themselves as such. While responses were generally favorable with regard to the materials available, many thought they didn't get enough use. They gave the following reasons for low usage: a) difficult to access materials in centers, and b) not enough publicity.

-Which materials in the NRC collections were most often used?

36 shelf file topic materials (housing, land use, etc.)
6 magazines, neighborhood newsletters
50 environmental impact statements, other city documents
21 neighborhood map (where available)
11 hearing notices

(number of respondents to this question was 82)

Energy related and grantsmanship materials were the most frequently mentioned.

When asked which materials they would like to continue to receive, almost all materials were mentioned by one respondent or another with environmental impact statements (32) overwhelmingly the most often mentioned. "City documents" (17) with the city budget (5) together were the next most often cited category followed by Hearing Notices (13), land use/zoning (12), housing (10) and neighborhood newsletters (9).

The organization of NRC materials was a major issue throughout the project. When asked: "When this project formally ends, how would you like to see Neighborhood Resource Center materials organized within the library ," librarians responded as follows:

20 maintained in Neighborhood Resource Centers
56 integrated with the other branch library resources
32 feature time sensitive local documents (local city reports, environmental impact statements, etc.)
18 other

(number of respondents was 77)

Additional comments basically fell into two categories: a) shelve cataloged material (those with Dewey numbers) with regular branch collection; and b) keep "time sensitive" materials separate.

The ad hoc evaluation planning group's recommendations reinforce these results: catalog and add to the regular branch collection many materials; continue to feature time sensitive documents, make sure librarians know what is there and can retrieve it through established methods.

C. Community Directory, Information and Referral, Newsletter

During the second project year of the Community Information project approximately 78 computerized community directories were sold to persons and agencies with the need to communicate often with active neighborhood leaders and groups. Additional directories were borrowed or given for a donation to persons with good cause who were unable to purchase a directory. In addition, updated copies of the directory were kept in each Neighborhood Resource Center collection in all branch libraries and in the Central and GRA Library. Breakdown of those purchasing the directory is as follows:

27 community organizations and issue groups
18 city/county departments
10 individuals for personal use
10 businesses
5 educational institutions
4 political organizations or campaign committees
2 arts groups
2 miscellaneous

An informal survey of community groups and ten city departments ascertained that this service is invaluable and should be continued after project support expires. All ten city departments surveyed stated they would be willing to subscribe to the computerized directory service at a considerably higher rate than the CRC had been asking. Thus, MetroCenter YMCA, a nonprofit organization which publishes other directories such as the "People's Yellow Pages," will continue this service in the future. MetroCenter feels this activity will fit well with the goals of its organization and may possibly expand and develop the directory service to include additional types of community action groups after an initial period of experimentation.

Arrangements have been made to copy the computer program of this service onto a tape for the Seattle Public Library in the event they would like to initiate a similar service. It is more probable, however, that the library will subscribe to the directory service offered by MetroCenter.

The project newsletter continued to be in demand, and by the end of the project its mailing list had grown to 850. This activity was not formally evaluated. However it is worth mentioning that the newly funded Scientist and Citizens Organized on Policy Issues (SCOPI) project intends to publish and distribute a monthly newsletter beginning shortly. Although this newsletter will be more scientifically oriented, it will deal with many of the same issues as did the CRC newsletter and reach many of the same persons. The Community Information Specialist has discussed this with the SCOPI project director who agrees that there needs to be a newsletter especially for community organizations and feels his project newsletter will meet this need.

The information and referral services of this project will also be continued. Metrocenter will be able to provide this service in the future by referring to the community group data base of the directory service. In addition, the SCOPI project staff will be occupying the former CRC office and have the same telephone, which will bring them in contact with groups who would otherwise have asked assistance from the CRC.

D. Model #1: Librarian Presentations to Community Groups

Model #1 demonstrated the value of librarians preparing and giving presentations to community groups. Those presentations emphasized which parts of the library system could serve the groups' information needs. Twenty-eight of the 85 respondents to the comprehensive questionnaire rated this activity as follows:

10 excellent
14 good
2 fair
0 poor

While seldom chosen as a first priority for continuation, one-third thought this form of outreach was important.

Interviews with members of community groups receiving presentations produced the following reactions:

1. Do you feel that the librarian's presentation to your group was useful? If so, in what ways?

All interviewed (5) answered yes. All said members weren't aware of even basic library service (other than novels) and certainly weren't aware of special collections. Said presentations were very practical. One mentioned presentation proved that the library was open to community input.

2. Did you or anyone you are aware of from your group visit a branch library or the Central Library as a result of the presentation? If so, for what purpose?

Four answered yes, several times. Used libraries for the special energy, home improvement, and Neighborhood Resource Center collections, newsclipping service and bulletin board. One answered no, had used the library prior to the presentation.

3. Did anyone from your group use resources from the "Neighborhood Resource Center" collections? If so what resources and did they find what they needed?

Three answered yes, used the collections for housing resources and city policies and documents. One answered not sure; one answered no.

4. Do you feel that the Seattle Public Library should continue to have librarians make presentations to community groups as a priority library activity?

Four answered yes, because it serves as a two-way communication between the library and community, makes people aware of basic services and special questions, allows people to ask specific questions. One answered not sure--felt this activity was too labor-intensive but that the library should continue community outreach--perhaps by scheduling workshops on library resources at the library and then inviting community groups.

The ad hoc committee decided this activity was similar to attending community council meetings, and recommended continuation on a modified basis.

E. Model #2: Community Contributions to Branch Collections

Twenty-eight of the 85 librarians rated the model in which a community group contributed to a branch library collection as follows:

3 excellent
7 good
7 fair
2 poor

Comments were of a mixed reaction with quite a lot of concern about potential storage problems. It was also ranked lowest of all project components for continuation.

F. Model #3: Librarian Outreach

This model involved librarians regularly attending community council meetings. They completed a questionnaire asking what they did at each meeting.

At the first meeting, in four out of five cases, the librarian explained either the NRC project or the resources of the library system generally. In subsequent meetings, information about resources or services the library could provide were mentioned in eight meetings and not brought up during 13 other meetings. How did the librarians feel about attending these meetings? Did they consider such attendance a productive use of their time and the library's resources? In reports completed after each meeting, they were asked to make such an assessment. In 17 out of 26 meetings the librarians reported that it was a productive use of their time.

In the project end comprehensive questionnaire, two of the three librarians responded and those two rated this particular model as 'good' (choices were excellent, good, fair, poor). All three agreed that their continued attendance, or that of another staff member, could be beneficial. There were several qualifications made, however. One librarian suggested just attending the meetings of those groups having a staff who could actually go out and accomplish the research at the libraries rather than depend upon the librarians to carry out the specialized research. Another suggested keeping track of the activities of a particular group by arranging to receive a copy of their meeting agendas in advance and attending those meetings featuring a hot issue--an issue where it would be beneficial for either the library or the community group (or both) if a library staff member attended.

The leaders of four out of the five community groups were interviewed by telephone and all encouraged a continued relationship between the group and the library. Three would like to have the librarian continue attending, the fourth didn't feel that attending every meeting would be as important as attending several meetings in a row to get to know the membership, then maintaining contact by telephone or by discussing issues in the library when the council members dropped by.

The key question posed to the four community group leaders: did they seek information on specific issues from their branch library as a result of having a librarian attend their meetings? Two responded that they, or their people, would have gone to the library anyway. One of these two did offer that the librarian made suggestions which cut down on the research time necessary by being able to go directly to the appropriate agency in the library system where

the information they sought was available. The other two felt that the librarian either served as a reminder that the library was there or the librarian, as mentioned above, served as a resource person offering suggestions as to where to locate pertinent data.

In the responses to the comprehensive questionnaire completed by 85 branch staff members, seven felt that it was an excellent idea and 13 felt that it was a good idea (four others responded that it was a fair idea, and 70% did not respond). In a later question where they were asked to make a choice for continuation--select, if they chose to do so, the top NRC project components--20 out of 81 placed the Librarian Outreach model as one of the top three.

The ad hoc committee also recommended that this model be modified and combined with the "Librarian Presentations to Community Groups" (model #1) for continuation.

Model #3 has met with a great deal of acceptance both on the part of the groups involved and participating staff. The training sessions the librarians participated in were useful to them but of the most significance was their actual attendance at the meetings. The councils seemed flattered that the library was interested enough in their activities to send a representative regularly. Some councils made quite effective use of the librarian's presence while one community council president expressed regret that her organization had not made better use of the library staff member as an information resource.

G. Model #4: Computer Assisted Information Retrieval

The computer terminal was available for public use in the Columbia Branch Library for a seven-month period, January through July 1980. The reactions of individual patrons, community group workshop participants, staff specially trained and library staff in general are presented in this evaluation.

A total of 110 completed surveys were collected by project staff in early July 1980. Seventy-five percent of all these surveys were completed in the first three months of the project (January-March 1980). This indicates a higher use rate than the 110 surveys show for the total seven-month period. Project staff feel that the survey form may have seemed forbidding to many young computer users, due to its seeming complexity. Others may not have filled the survey out more than once although they used the terminal more than once. In addition, when visiting the Columbia Branch Library, project staff often noticed that the computer terminal work area was in disarray and both the survey sign and forms were not in sight.

Survey results show no difference in use of the computer terminal on different dates of the month (i.e. beginning or end of month). However, the highest levels of use were on Wednesday and Saturdays.

Levels of use:	Sunday	8.5%
	Monday	8.5%
	Tuesday	12.8%
	Wednesday	33.0%
	Thursday	12.8%
	Friday	5.3%
	Saturday	19.1%

High level of use on Saturday is likely due to free time of both adults and children while high level of use on Wednesday is probably due to a very supportive librarian working at the Columbia Branch Library on Wednesday who actively encouraged use of the computer by persons of all ages.

Heaviest use of the terminal was around 3:00 and 4:00 p.m. and 6:00 and 7:00 p.m.

Begin use:	Noon	9.2%
	1:00 p.m.	3.4%
	2:00 p.m.	6.9%
	3:00 p.m.	14.9%
	4:00 p.m.	17.2%
	5:00 p.m.	6.9%
	6:00 p.m.	10.3%
	7:00 p.m.	17.2%
	8:00 p.m.	8.0%
	9:00 p.m.	5.7%

This is most likely due to children using the computer after school and free time for adults in the early evening hours.

Age of users:	5-10	22%
	10-15	29.7%
	15-20	13.2%
	20-30	18.7%
	30-40	2.2%

Sixty-five percent of all users were under 20-years-old, perhaps because younger persons may not be intimidated by new technologies, whereas some older persons are.

Sixty-four percent of all users were males, 35 percent, females; almost a two to one ratio.

Educational breakdown of highest grade completed of computer terminal users is as follows:

K-3	4.6%
4-6	29.9%
7-9	14.9%
10-12	18.4%
13-16	9.2%
16+	23.0%

1. Programs Used

Programs available for public use through the terminal included:

Census Tract information for Seattle's 121 Census Tracts;
Seattle Election data by Census Tract;
Census Block Group data for central and southeast Seattle
(Block Group data is for smaller areas than Census Tracts);
Election data by precinct for each legislative district in Seattle;
MINITAB, a statistical package that maps and analyzes the above;
Community Group Directory of community action groups in Seattle;
Computer games (blackjack, crazy eights, sahara desert survival, elements and loan); and
Loan amoritization schedule/checkbook balancing program.

Seventy-five percent of users answered that they used the terminal for personal reasons--for fun or to learn about the computer, for their own business, etc. Sixteen percent used the terminal for community group purposes.

Project staff, librarians and community group members feel that computerized information for community leaders is useful, but only appeals to a select group of library patrons. The average library patron is more likely to use games or more general programs.

Project staff and many librarians feel that such a high percentage of computer use for automated games is valuable as games have proven as effective learning methods. Many persons were acquainting themselves with use of the computer through the games, which are quite a bit less intimidating than the more sophisticated census/voting programs. The Census, election and MINITAB programs were used by many at special fairs and workshops who did not fill out questionnaires but did respond enthusiastically to the program.

Thirty-four percent of all those using the computer at the Columbia Branch Library had never used a computer terminal before; 20 percent had only used the Columbia Branch Library's terminal before and were back to use it again. Therefore, 54 percent of all those completing surveys acquainted themselves with computerized information through the terminal at the Columbia Branch Library. Twenty-six percent had experimented with other terminals before, 16 percent had some type of formal training on the use of computers and four percent had significant formal training. This indicates that public access computers in libraries can reach persons who otherwise wouldn't have access to computers through their jobs or school and who couldn't affort their own.

2. Patron evaluation of computer use

Patrons were asked if they obtained useful information from the computer. Fifty-nine percent responded affirmatively while 39.8% answered negatively. Most of those answering negatively or not at all made the comment that they used the terminal for games or to acquaint themselves with the computer and were not seeking useful information.

Sixty percent answered that the written instructions for accessing the project's information were very good. Twenty-seven percent felt that the instructions were adequate. Some commented they didn't need instructions after using the terminal once. Others felt the instructions for the more sophisticated programs could be clarified, which they were, toward the end of the project year.

One of the project's computer programmers commented often that if a computer program is made simple enough to be used without instructions or simple enough for the average person to use without assistance, the program is often not very useful. Librarians, with some training, can provide the assistance required for those unfamiliar with computers to operate them and receive useful information.

3. Patron evaluation of librarian assistance

Patrons rated library staff assistance in using the computer programs as follows:

very good	77.8%
adequate	14.4%
lacking in some areas	1.1%
inadequate	5.6%

Adult users unanimously rated the library staff's help as very good. The small percentage that rated librarian's help as adequate, lacking or inadequate were young persons who tended to check one of these categories when they didn't need the librarian's assistance.

Users were asked where they felt was the most appropriate location to provide public access computerized information. Results are as follows:

branch libraries	75.3%
downtown main library	1.1%
city's Community Service Centers	2.2%
universities	1.1%
city's Department of Community Development	0.0%

Seventeen percent checkled all options (except city DCD), indicating enthusiasm for public access computers. The low response for public access computers in city agencies or universities may indicate the public's distrust for city/university based data sources and children's feeling that public access computers at city departments or universities would prevent their access to them. The low response to computers at the downtown public library may be due to difficulty of parking there and general accessibility problems.

Patrons were given options for other information they would like to see offered through computerized access:

transit	26.5%
land use	16.2%
traffic	14.7%
other	11.[illegible]%

Twenty-eight percent checked all options, again indicating enthusiasm for computerized information. Three percent gave answers which were not clear. The alternatives for automated library services for the public are unlimited, but due to the nature of the community information project, only alternatives of possible interest to community leaders were listed.

4. Project publicity

People found out about the computer service in the public library in the following ways:

community newspapers	7.2%
city-wide newspapers	2.4%
community group newsletter	6.0%
radio	6.0%
TV	1.2%
flier, bulletin board, brochure	10.8%
other (stopped by the library, through friends, etc.)	66.3%

The high percentage of computer users who learned of the service simply by work-of-mouth or when visiting the library for other services shows the importance of networks for publicizing such services.

5. Community group workshops

During the project year four in-depth workshops were held with community groups with the goals of: 1) giving them a better understanding of computers and how they work, 2) demonstrating the computer programs available for their use at the Columbia Branch Library and making them feel comfortable enough to come back to use them, 3) giving them ideas on how computers could assist them in their organization's particular work, and 4) determining if computer services are appropriate for libraries.

These workshops were given for members of Southeast Effective Development, Employment Opportunities Center, MetroCenter and Rainier Action Center/Chamber of Commerce. A workshop participant from each group was interviewed by telephone and asked the following questions:

1. Did the computer workshop give you a better understanding of computers in general? If so, please explain.

Three of four answered yes--they knew very little about the mechanics of computers before the workshop. One answered no, he already possessed quite a bit of knowledge about computers prior to the workshop.

2. Did the workshop give you ideas about how computers could assist your organization? If so, please explain.

Three out of four answered yes. Their ideas were to access other programs through the computer at the library and for census information, computer studies that included analysis, mailing label program, resource files and employment services.

3. Please comment on how well you understood and how you felt about the following computer programs available through the Columbia Branch Library's terminal:

Census/Voting information:

Three out of four felt they understood the program well, one felt it was complex. Two groups used it after the workshop for grant statistics. All responded on the potential usefulness of census information--especially for the new 1980 information coming out soon.

Games:

Three replied 'no answer' (computerized games weren't demonstrated at the workshop). One responded negatively because children were often using the games when he came to use census information. He felt there should be some hours specified for using terminal for games.

Loan/Checkbook Balancing:

Three had 'no answer' (wasn't demonstrated in workshops). One said he used more sophisticated loan/business programs from the University of Washington and accessed them through the Columbia Branch Library computer terminal.

Community Group Information:

Three felt it was understandable and very useful and used it after the computer workshop. One said he already was in contact with the groups he needed to be and didn't really need the program.

4. Did you or anyone from your organization use the computer terminal at the Columbia Branch Library after the workshop?

Three answered, yes (these were the organizations physically located near the Columbia Branch Library). One answered 'no' (located downtown), but this group used the programs at CityFair.

5. Do you feel public access computers should be a component of library services? If so, what information should be made available through the computer?

Three answered 'yes'--for mailing labels, employment services, to access other programs, for census information. One was doubtful because he felt the cost would be prohibitive; he said he'd use Census information about twice a year if it were there.

6. Librarian training

Librarians participating in computer training workshops completed evaluations. The results are summarized below:

How well did the workshop help you...

1. understand the "information for Community Action: project and placement of a computer terminal in the Columbia Branch Library?

   Low - 0 Medium - 1 High - 6

2. understand the purpose of the computer training workshop and your role in relationship to the Columbia Branch Library's computer terminal?

   Low - 1 Medium - 2 High - 5

3. understand how the computer works?

   Low - 1 Medium - 3 High - 3

4. build confidence in your ability to operate the terminal and help others to operate it also?

   Low - 2 Medium - 1 High - 4

5. understand and be able to use the following computer programs which will be available for public use:

   Community Group Information:
   Low - 0 Medium - 3 High - 4

   Seattle Census Tract Information:
   Low - 3 Medium - 1 High - 1

   Computerized games/loan/checkbook:
   Low - 2 Medium - 1 High - 4

6. increase your understanding of potential uses for the computer in the library system in the future?

   Low - 1 Medium - 0 High - 6

7. What value do you think this workshop had for your career development?

   Low - 0 Medium - 3 High - 4

Additional comments were favorable about using the new information technology in the library. Concerns voiced were about the expense of computer services and about the possibility of computers replacing librarians.

7. Comprehensive questionnaire

Of the 85 library staff responding to the final comprehensive questionnaire, 57 rated the computer model (less than 30 rated other models) as follows:

8	excellent
19	good
9	fair
6	poor

Thirty offered individual comments. Negative responses centered around the large number of young persons using the computer for games. Others suggested expanding the number of programs available to widen appeal.

When asked to recommend project activities for continuation, this model was rated highest of the four, with 16 librarians (compared to two, three and two for models #1, #2, and #3, respectively) making it their first choice for continuation. The ad hoc committee also recommended expanded use of computer terminals in their proposals to the library system.

H. Training

Special training sessions to acquaint branch librarians with the resources within city government and the central library system developed beyond original plans. In fact, the training might be considered a fifth model.

Staff participating in the initial session completed evaluative questionnaires. Six out of the seven evaluations were completed and returned to the project librarian. One question asked if they felt that it would be useful for other branch staff to attend this orientation if it were to be repeated. Four out of six responded with an unqualified 'yes', while the other two recommended that the GRA Library orientation would be most useful generally for other branch staff members. In response to another question, three out of six recommended either one or two half-day sessions rather than all day. One suggested more handouts and one suggested an overall view in advance of the orientation. This was a feeling voiced by most during the day; some didn't exactly understand why they were there.

In the comprehensive questionnaire, at the project's completion, six of the original seven participants responded and all six uniformly felt that both the GRA Library and Foundation Center orientations should become a regular part of library staff training. In that same questionnaire, 35 others for a total of 41 out of 81 respondents also felt that the GRA Library training should become a regular part of staff training.

When asked to rate a variety of project activities, "library staff orientation" was given first priority by more librarians than any other activity. Librarians participating in outreach activities (presentations and community council meetings) emphasized the importance of librarians having a comprehensive understanding of the system resources available to community groups.

Finally, the strongest evidence of support for this activity was the requests from librarians for additional training.

IV. RECOMMENDATIONS

The result of this project lead to the following conclusions and recommendations:

1. Libraries, especially neighborhood branches, can serve as a valuable resource to community groups by working closely with those groups and incorporating information the neighborhood groups need to make reasonable decisions in the branch library's collection. This information, when added to the collection, should be publicized so that people in the community are aware of this resource. Community newspapers should not be overlooked in this effort.

2. New, 'neighborhood oriented' materials should be processed the same way other library meterials are processed. Time sensitive or topical items, such as environmental impact statements, should be rushed to the branches within several days of receipt by the library system and prominently displayed.

3. Both community groups and libraries benefit from library staff meeting with community groups to learn their needs and to explain the resources of the library system relevant to their interests and needs. Frequency of attendance should be determined on a case-by-case basis.

4. Branch library staff, especially those involved in outreach activities, should receive training and orientation so they are well informed about the resources of the total library system and of governmental agencies that regularly publish documents or provide information relevant to the interests of community groups.

5. Donation of materials by community groups to branch libraries should be evaluated on a case-by-case basis.

6. Computer terminals can provide access to information valuable to patrons that otherwise is not readily available through branch libraries. Census data is a good example of information needed and used by community groups that can be provided by computer.

7. Existing library staff, with minimal training, can provide patrons with the assistance they need to use computer terminals, provided the data bases are intelligently programmed.

8. While the impetus for helping branch libraries becomes more responsive to the information needs of community groups may originate from outside the library system, changes in materials, procedures and use of staff resources should be planned and administered within that system. Planning should involve the supervisors of the staff whose workload and activities will be affected

9. After a pilot experience of outreach to community groups, library staff will recommend and advocate continuation of activities that they perceive improve and enhance the visibility of library services and that provide opportunities for staff to improve and expand their professional skills.

Appendix 1 -27

RONALD A. DUBBERLY, *City Librarian*

Seattle Public Library

The Neighborhood Resource Center Project will formally end July 31st, 1980. Please complete this evaluation questionnaire to help us determine what kind of assistance the N.R.C. Project has given library staff in their work with community groups.

An additional, more specific questionnaire will be sent to those librarians who have worked more directly on individual models of the N.R.C. Project the past six or seven months.

Although your name is on the questionnaire, responses will be compiled without names attached to specific responses and a copy of the compilation will be returned to you. Please return your completed questionnaire within 3 working days---I will telephone with a friendly reminder if I don't receive this back.

If you have any questions, please call me at 625-4868, 625-2853 Monday through Friday, 8 a.m. to 5 p.m., or at home 632-7564.

Thanks in advance for your cooperation. It has been pleasant working with you these past two years.

Don Willis

Don Willis, N.R.C. Project Librarian
G.R.A. Library
1 July 1980

1000 FOURTH AVENUE, SEATTLE, WASHINGTON 98104 (206) 625-2665

(1) 1-28

Name _____ Staff Classification (Clerk I, Librarian II, etc.) _____

Which branch libraries have you worked in most frequently in the past two years?

_____

Check the time worked in S.P.L. branches: _____less than 6 months

_____6-12 months _____1-2 years _____2-4 years _____4-8 years

_____over 8 years

Which parts of the N.R.C. Project have you been most involved in?

_____Handling Neighborhood Resource Center materials
_____Public Access Computer Terminal
_____Presentations to community groups (NW/NE regions)
_____Regularly attending community group meetings
_____Community contributions to branch collections (Fremont)
_____Orientation/training sessions

NEIGHBORHOOD RESOURCE CENTERS

1. Do you feel the N.R.C. collections have been useful to: (check appropriate lines)
   ____community council/group members
   ____other library patrons
   ____library staff
   ____other:
   _____

   Comment? _____

2. Which materials in the N.R.C. collections were most often used?
   _____shelf file topic materials (housing, land use, etc.)
   _____magazines, neighborhood newsletters
   _____environmental impact statements, other city documents
   _____neighborhood map (where available)
   _____hearing notices

   _____other: _____

3. Which of the N.R.C. materials would you like the library to continue to purchase or subscribe to? (Mention by title or subject area, please.)

   _____

   _____

   _____

4. When this project formally ends, how would you like to see Neighborhood Resource Center Materials organized within the library?
   ___maintained in Neighborhood Resource Centers
   ___integrated with the other branch library resources
   ___feature time sensitive local documents (local city reports, environmental impact statements, etc.)
   ___other (please explain)_____

   _____

5. What are your suggestions for continued and/or better ways the library can serve community action groups? (Please distinguish between Central, G.R.A., and branch libraries, where appropriate to do so.)

   _____

   _____

   _____

ORIENTATION SESSIONS

Orientation/training sessions organized by the N.R.C. Project staff were designed to familiarize library staff with:

--the resources of the Governmental Research Assistance Library (G.R.A.L.)
--certain key resources offered by Seattle Public Library's Business, History, Education and Media departments
--the operations of key city governmental departments or offices
--operation of the computer terminal at the Columbia Branch library, the data bases available and future potential for computerized library services

6. Which orientation/training sessions did you participate in?
   ___G.R.A. Library
   ___Foundation Center in the Education department
   ___Business/History/Education and Media departments
   ___City departments
   ___Office of Neighborhood Planning
   ___Public access computer resources
   ___None

7. From your perspective, was the orientation/training useful in meeting requests for information and documents?
   ___Yes
   ___No

   Please explain either response:_____

   _____

   ___Does not apply

8. Which component(s) of the N.R.C. orientations should become a regular part of library staff training?
   ____G.R.A. Library
   ____Foundation Center in the Education Dept.
   ____Business/History/Education and Media Departments
   ____City Departments
   ____Office of Neighborhood Planning
   ____Public access computer resources
   ____None

N.R.C. PROJECT MODELS

Although you may not have been directly involved demonstrating the four models of library/community group interaction, please give your impression of each:

9. Public Access Computer Terminal, Columbia Branch Library
   ____excellent
   ____good
   ____fair
   ____poor
   comments:_____

   _____

   What information would you like to see made available to the public through a computer in your library?

   _____

   _____

10. Community Outreach (librarians attending community council meetings to act as an information link between the group and the library -- Montlake, Henry, and Douglass-Truth service areas)
    ____excellent
    ____good
    ____fair
    ____poor
    comments:_____

    _____

11. Librarian Presentations to Community Groups about the resources of the library system (Northeast and Northwest regions, not including Capitol Hill and Montlake)
    ____excellent
    ____good
    ____fair
    ____poor
    comments:_____

    _____

/-3/

12. Direct Contributions by Community Groups to Branch Collections (Fremont Community Council is currently supplying copies of meeting minutes to the Fremont Branch Library)
    ____excellent
    ____good
    ____fair
    ____poor
    comments (and other suggestions):_____

    _____

S.P.L. at CITYFAIR

13. Seattle Public Library participated in CityFair June 6-11. Did you help staff the S.P.L. exhibit at CityFair?
    ____Yes
    ____No
    If yes, please comment on your experience:_____

    _____

    _____

14. Do you consider this involvement an appropriate use of the library's resources?
    ____Yes
    ____No
    comment?_____

CHOICES FOR CONTINUATION - - Suggestions

15. Which, if any, components of the project do you feel should be made priority items and continued after federal funding ceases? (Number in order first three choices for continuation.)
    ____Neighborhood Resource Center collections or resources for neighborhood leaders in general
    ____Library staff orientation sessions
    ____Public access computer services
    ____Librarians attending community meetings
    ____Librarians making presentations at community meetings
    ____Community groups contributing resources to branch collections
    ____Library participation in special conferences or exhibitions such as CityFair
    ____other (explain):_____

    _____

16. In retrospect, what would you have done differently had you been given a stronger role to play in the Neighborhood Resource Center Project over the past two years?

17. Any other comments? (Use back also if you wish)

    _____

Thanks, again, for your help!

Model #1

LIBRARIAN PRESENTATIONS TO COMMUNITY GROUPS - COMMUNITY GROUPS' EVALUATIONS
(Queen Anne, Ravenna-Bryant, Loyal-Whittier Heights, Lake City and Fremont)

1) Do you feel that the librarian's presentation to your group was useful? If so, in what ways?
yes. not too many people aware of services library provides, even basic ones.

2) Did you or anyone you are aware of from your group visit a branch library or the central library as a result of the presentation? If so, for what purposes? yes several times to look for things & use bulletin board as direct result of presentation

3) Did anyone from your group use resources from the "Neighborhood Resource Center" collections? If so, what resources and did they find what they needed? yes. Bill Brainer at CSC has used NRC & helped them as a result.

4) Do you feel that the Seattle Public Library should continue to have librarians make presentations to community groups as a priority library outreach activity?
yes. get input both ways — things they (librarians) should know about too + only way they can learn is good by getting out into Community.

Any other comments?

Thinks its definetely a good use of librarian's time.

(telephone interview 21 July 1980)

Neighborhood Resource Center Project
Model #3 Librarian Outreach

Joyceanne Kent	Henry Branch	Capitol Hill Community Council South West Capitol Hill Task Force
Judy O'Brien	Montlake Branch	Montlake Community Club
→ Gloria Smith	Douglass-Truth	Cherry Hill Coalition Seattle's Rejected Community Council

1. Did what you learned in these meetings affect your ordering of materials for your region(or the nearest branch to your Community Council)?

I don't order materials for that area

2. What is your perceived use of N.R.C. materials or library services by the community group(s) as a result of your attending these meetings?

Not so much N.R.C. materials, although they have used the map and other things, but when they(Cherry Hill) needed budget information they called me and I put them in touch with G.R.A; Library.

3. Did you have any professional or personal contacts with members of the community group(s) outside of the meetings?

Yes, in passing

if yes, did you mention anything relevant to issues the community group was working on that the library could make available?

No, but I plan to call Cherry Hill today or tomorrow to let them know of the Multi-Family Land Use Final E.I.S.

4. Based upon your experience with this experiment, would you recommend that your region continue to allow you to attend meetings held by this particular group(s) after the N.R.C. Project ends?

Yeah, if not me, somebody from the region should attend (Cherry Hill) meetings (or maintain contact) on a continuous basis. Concentrate on attending the meetings of those groups having a staff to actually go out and accomplish the research at the libraries rather than depend upon the librarians to do the specialized research.

MODEL #4: COMPUTER ASSISTED INFORMATION RETRIEVAL - COMMUNITY GROUP WORKSHOP PARTICIPANT'S EVALUATION

(SEED, Metrocenter, Rainier Action Center, EOC)

1) Did the computer workshop give you a better understanding of computers in general? If so, please explain...

yes - knew very little before

2) Did the workshop give you ideas about how computers could assist your organization? If so, please explain.....

yes. mailing lists, resource files, job referrals

3) Please comment on how well you understood and how you felt about the following computer programs available through the Columbia Branch Library's terminal:

Census/Voting Information: didn't use. interesting but more complex

Games: didn't do

Loan/Checkbook balancing: didn't do

Community Group Information: very useful

4) Did you or anyone from your organization use the computer terminal at the Columbia Branch Library after the workshop?

yes, community groups information

5) Do you feel public access computers should be a component of library services? If so, what information should be made available through the computer? yes employment services

Appendix 5-35

NEIGHBORHOOD RESOURCE CENTER

Seattle Public Library

Grace Edmark
-Kathy Teufel
Susan Hamm
-Janet Adams
-Virginia Bradford
-John Brooks-Barr
Kay Weidlein
-Barbara Erling
Beth Kashner
Tatsuko Okimoto
Julie Burr (ONP only)

16 April 1980

Dear Branch Staff member:

On 21 April(Monday) and again on 23 April(Wednesday) branch staff training sessions will be held at the G.R.A. Library. You have been signed up to attend the Monday Wednesday session. Please be at the G.R.A. Library at 8:00 AM. Finding a parking space(not in the Municipal Building lot though, they are two hour spaces) can be difficult and/or expensive, so allow time for this if you do drive. The GRA Library is in room #307, the north end of the third floor. Coffee is available on the first and second floors if you wish to buy a cup to bring to the meeting. See the attached map for the building location.

The first session will be an explanation of the G.R.A. Library, its collection and how the GRAL staff work with city/county government staff members. Learn how you, and the people you serve in your branch libraries, can benefit from this unique special library. (see the attached brochure)

There will be a break around 9:30 or 9:45.

The second session will be a presentation by Evelyn Sun, the new director of the Office of Neighborhood Planning. I have attached a description of ONP(a part of the Department of Community Development) from the publication To Whom it Does Concern, written several years ago. It will be interesting to learn if Neighborhood Planning will be changing direction under a new administrator.

These training sessions are being conducted for two reasons. Branch staff members who participated in the all day orientation on Dec. 10th evaluated their experience. They uniformly felt that the sessions involving the GRA Library and the Office of Neighborhood Planning were the most useful. The second, and more important, reason is that the more knowledgeable you are about the operations of city government, the documents produced, the mission of the GRA Library, and the function of the Office of Neighborhood Planning, the better equipped you will be to answer relevant questions from the community. Some of you may already be aware of some or much of the information being presented. Please do actively participate in the group discussions; you probably possess insights beneficial to the others if shared.

If you have any questions, please 'phone me at 625-4868, 625-2853 or 632-7564(=home # for evenings, the weekend).

Don Willis

Don Willis
Neighborhood Resource Center Project

APPENDIX 6 - 36

Seattle Public Library

RONALD A. DUBBERLY, *City Librarian*

30 July 1980

MEMORANDUM

To: Robert H. May, Jr., Community Services Division
Arlis Stewart, People Power Coalition

From: Kay Johnson, Regional Librarian, Chair of Ad Hoc N.R.C. Committee
Cindy Brennan, Northwest Region
Edith McElrath, Northeast Region
Mary Ross, South Region
Cher Ravagni, Education Department
Gloria Smith, South Region
Julie Burr, N.R.C. Project
Don Willis, N.R.C. Project

Re: Committee Report

The Charge of our committee was to

1. Develop at least two recommended applications of computers
2. Evaluate the other three N.R.C. demonstration project models

The attached report represents the committee's work over the last month. As a committee, we developed a consensus that each recommendation is in the best interests of the Division as a whole. We would recommend that all regions follow similar programs and services.

The first part of our report is the development of the top two selections for application of microcomputer technology in assisting branch librarians' delivery of information services. These were selected from an extensive listing of suggestions that included: converting in-house indexes to machine readable form, then storing on disk and distributing to the branches; providing Ready Reference/QIC information on line or disk with local biographies (current) and community calendar information; voting information by precinct; clubs and organizations directory; subscriptions to major data bases.

We considered the following criteria in selecting the two items that were developed: 1. Automation will improve efficiency in delivery of the information. 2. There is a demonstrated demand/need for this information in branches. 3. The primary service group is the general public that currently or potentially uses branches.

1000 FOURTH AVENUE, SEATTLE, WASHINGTON 98104 (206) 625-2665

The second part of our report includes the recommendations for the continuation or discontinuation of the other demonstration project models. The primary criterion for these being of value to the Division was that there was a need for this type of activity as demonstrated by the project. The evaluations were based on the staff questionnaires sent out in July of 1980, and on participating staff and project staff evaluations and comments.

Overall the committee believes that portions of the demonstration project models were successful while other portions were not. We recommend discontinuation of these or modifications that would improve their chances of success while continuing, in somewhat modified form, the successful portions. The question of adjusting priorities and altering service patterns, however, was not extensively discussed or reported since we, as a committee, did not have the time or resources to take on a question of this magnitude.

TABLE OF CONTENTS

Computer Applications in Branches: Interactive Learning. 1

Supportive Computer Application: Washington Occupation 7
Information Service (WOIS)

Using Microcomputers to Access Census Information 8

N.R.C. Project - - Neighborhood Resource Centers. 19

N.R.C. Outreach-Presentation Models (#1 and #3) 22

N.R.C. Project - - Community Contributions (Model #2) 26

Computer Applications in Branches: Interactive Learning

Program Description:

This project is being devised in an effort to fill repeated requests from library patrons to obtain materials to assist them in upgrading their basic skills in English language and in mathematics. Book materials have proven to be unsatisfactory in meeting these requests. Materials budgets are inadequate to meet the level of demand. High demand, coupled with the time needed to adequately use this instructional information, often keep these materials in constant circulation. Thus, only a limited number of patron requests can be filled by book materials.

Use of microcomputers and interactive education software at several branches and at Central Library will provide community access points for patrons in need of basic skills improvement. Software should provide a program of interactive, self-corrective basic skills instruction, beginning at an elementary level. The program should allow an individual to progress at his/her own pace to basic skills sufficiency. Use of computer equipment will mean that the instructional program will be available to any user at any time during the library's hours of service. Also, the software available will provide individualized, self-paced instruction which is frequently not available in book materials.

I. Need for Service

There is a limited awareness of self-education opportunities that exist for adults who need or want to improve their basic skills in English language and in mathematics. This is particularly true for persons preparing for employment aptitude test or GED exams and people who want to proceed at their own leisure without entering a program. Only a small number of these individuals are being served with book materials currently available at the library and frequently find the materials in circulation when looking for them. In addition, the large influx of non-English speaking people has increased the number of those seeking improvement through self-education.

Career changes and initial entry into the job market, also, frequently necessitate the improvement of basic skills as preparation for pre-employment or job aptitude tests.

II. Documentation

Assessment of self-education materials at branches

Branch library collections currently include: limited numbers of titles in mathematics texts; language grammar and dictionaries; English usage guides and grammars; study guides for civil service examinations and General Education Development (GED) tests. A limited number of phonograph records and cassettes for English language study are also available.

Agencies currently providing basic skills education

Seattle Opportunities Industrialization Center (SOIC), a training job placement center for low-income or unemployed persons, enrolled 946 people in their training programs from October, 1978 through June, 1979 (this figure does not include continuing enrollees).

The Employment Opportunities Center (E.O.C.), federally funded under the Comprehensive Employment and Training Act (C.E.T.A.), provides job training and work experience employment for the long-term unemployed or for those who have difficulty getting into the job market. In the last nine months, approximately 4700 people in Seattle were enrolled in the program, a total of about 6100 in the greater King County area. CETA provides mainly a program of job training, but also provides a limited number of GED classes, ESL (English as a Second Language) classes, and basic education classes. However, these limited classes do not sufficiently meet the needs of program enrollees.

The Washington State Literacy Council is a non-profit United Way agency which provides free tutoring services for adults with limited reading, writing and conversational skills. In calendar year 1979, the Literacy Council received approximately 1200 requests for tutors. From these requests, 438 people received voluntary tutoring on a one-to-one basis. Statistics compiled for 1980 to date show a 20% increase in the number of requests for tutors.

Refugees

According to the statistics prepared by the Refugee Screening Project of Seattle-King County Health Department, 4000 Indochinese refugees entered King County in the period from March, 1979 to March, 1980.

III. Cost Factors: Hardware

Microcomputers

Microcomputers are felt to be more appropriate than computer terminals for self education due to the availability of pre-packaged discs and because of ease of use for both patron and librarians. Apple microcomputers are recommended for these reasons: 1) Apple has the only microcomputer which produces color, increasing interest in self learning, 2) Apple has a computer education software exchange, 3) Apple has developed a new language, PILOT, for development of new educational software and 4) Apple has the most educational discs available for self learning programs.

These microcomputers, equipped with telephone connection for maximum versatility, are available for about $1700 each.

Locations

Five locations are recommended for placement of individual microcomputers: Central Library-Education Department, Broadview, Columbia, Lake City, Queen Anne.

Space and Furniture

In order to provide an efficient and comfortable working space for the patron using the self-instructional programs, it is recommended that a space of 16 square feet be designated in each location for placement of equipment. If necessary, additional electrical wiring should be done to provide outlets for the equipment. A self contained carrel and chair should be provided in each location. A carrel, chair and locked cabinet for disc storage would cost around $250. Insurance should also be provided to cover replacement or repair of equipment if stolen or vandalized.

Additional Hardware

At each location where a microcomputer is placed, both a disk drive ($600 each) and a TV monitor ($500 each) are needed.

IV. Cost Factors: Software

A number of educational software packages have been developed for use with Apple microcomputers. A complete list of these packages is available in Starbeck's Software Reference Guide. Several varieties and their average cost are listed on the following page:

1.	Elementary mathematics packages	10.00 - 15.95
2.	Gauntlet (spelling on all levels, elementary through post graduate)	99.95
3.	Apple grammar (elementary-secondary)	19.95
4.	Secondary education (chemistry, algebra, Spanish, German)	14.95 - 29.95
5.	Verbal skills (study for college entrance exams)	Three packages --- 44.95
	a. Vocabulary builder (synonyms, antonyms)	
	b. Analogies	
	c. Sentence completion	

The greatest number of programs are available for elementary education and basic skills. Designed for children, these programs utilize large characters and color graphics. They are also available in regular-sized text for adults.

In addition to these prepared educational, programs, several types of software have been developed to assist teachers in writing their own tests and skills building exercises. These programs are designed so that they print directions on the CRT and the teacher then fills in blanks thus creating the test or exercise. No programming experience is necessary. The library could utilize such software to create its own on-line exercises for basic skills, Civil Service exam preparation and other desired purposes.

In addition, programming languages have been developed to serve a similar purpose. These include PROGRAMMA and Apple's new language, PILOT, which allows the user to write a program in a simple format similar to BASIC, and does not require special programming knowledge.

V. Maintenance

Equipment maintenance should be provided through vendor contract. Service contracts for microcomputers cost $195 per year after the 90 day warranty. Service contracts for peripheral equipment cost 1½% of the purchase price per year. Staff involved should be trained in routine cleaning and equipment maintenance as part of training sessions.

VI. Software Selection

The committee recommends that a person from the Education Department (which has basic skills and education as subject areas) recommend purchase of software packages at regional materials selection meetings on a regular basis. These programs should be previewed prior to making recommendations. This would involve 2 hours of preview time and approximately 6 hours at selection meetings. (8 hours x $10.00 = $80.00)

VIII. Staff Time

It is recommended that in-depth training in use of the instructional programs be provided for every librarian regularly scheduled to work at the locations where the microcomputers are placed, and also for the regional coordinators and Education Department head. This would allow maximum community access to the programs. Because of the self instructive nature of the program each librarian would need only a maximum of five hours of training, including operation of the microcomputer and other equipment, capability and usage of programs, practice time and follow up as questions arise. Provision of substitute time and trainer costs combine for a total cost of about $1,800.

(21 librarians x 5 hours @ $10.00/hr. = $1050.00; Trainer - $30/hr. x 25 hours (preparation and training in three groups) = $750.00)

Additional follow-up training may be necessary with the availability and purchase of new programs.

The training of other staff who would be interested in the program or who would possibly work at the branches where the microcomputer would be placed should be done at regularly scheduled staff meetings by those librarians who have received in-depth training.

Training sessions for the public could be scheduled through interested groups like Washington State Literacy, the SOIC, EOC orientation programs, the YMCA and YWCA, and any other agencies providing basic skills education or referral services.

IX. Publicity

The task of "selling" this service to the public is facilitated by the already existing demand. Press releases on the new service should be prepared by the Community Relations Office. Fliers should also be prepared to describe the service and to serve as referral information for staff in other agencies. Staff presentations to interested groups should be arranged through cooperation with the various agencies providing basic skills education or referral services. Through various in-house media, all professional staff will be well informed of the service so that they can make the appropriate referrals.

X. Benefits to System

Benefits include: increased professional development of library staff; development of new patterns of patron support; staff satisfaction over ability to provide a much-needed service.

XI. Possible Funding Sources

1. Apple Foundation for hardware
2. Other private foundations and government grants for staff time and software.

XII. Budget (First Year)

Hardware	
Apple II Microcomputers (5) @ $1,700 each	$8,500
TV/Monitors (5) @ $500 each	2,500
Disk Drives (6) @ $600 each (an additional disk drive located in the Education Dept. would be necessary to allow duplication of disks)	3,600
Carrels, chairs, locking cabinets (5) @ $250 per set	1,250
Subtotal	$15,850
Software	
A selection of approximately 50 educational programs at an average cost of $25 each for each location (5) x $1,250	$ 6,250
Maintenance	
Apple II computers (5) @ $195 annual cost of contract	975
Other equipment (1.5% of purchase price) 1.5% of $6,100	92
Subtotal	$1,067
Staff Time	
Software product review by Education Department Librarian 8 hrs/month x 12 months x $10/hr.	960
In-depth Training (substitutes): 21 librarians x 5 hours x $10/hr.	1,050
Trainer -- 25 hours @ $30/hr.	750
Subtotal	$2,760
Publicity	
Consultant fee	500
Graphic production (design, layout, printing)	500
Film cost and processing (black/white photos for papers, displays)	50
Staff time	
15 minute videotape for cable TV production (16 hrs x $10)	160
TV appearances (3 x 2 hrs x $10)	60
Attendance at fairs, etc. (3 appearances x 32 hrs x $10)	960
Subtotal	$2,230
GRAND TOTAL	$28,157

Supportive Computer Application: Washington Occupation Information Service (WOIS)

This state-wide vocational information service, demonstrated May-October 1978 in the Education Department of the Seattle Public Library, is designed to help high school and out-of-school adults identify prospective careers that match their individual interests. Also, it provides information about the type of educational/vocational training needed, a list of schools providing same, and the current salary range.

There is strong support from Branches for the continuation of W.O.I.S. at the Education Department.

It is the recommendation of this committee that:

1. W.O.I.S. be reinstituted in the Education Department, Seattle Public Library. At the present time, this service requires extensive reference, interview and educational consulting skills. The Education Department is best equipped to handle these tasks. The Community Service Division would then refer patrons to the Education Department or take a specific request to be sent in to Education, after determining that the patron's needs exceed the Division's capabilities.

2. If the W.O.I.S. program is changed to permit minimal librarian intervention and maximum patron usage, then a feasibility study be conducted and grant proposal written to introduce the W.O.I.S. program into branch location(s).

The current cost to subscribe to W.O.I.S. ranges from $475 to a high of $3,600 annually (the more users, the higher the cost). There is an additional expense of $800 for supplementary books, terminal paper, and other supplies. This total, $4,400 maximum, is exclusive of a computer terminal, unless a terminal or microcomputer supplied to the Education Department for other purposes was available to use also for W.O.I.S. The level of use budgeted for would also determine the number of hours of the Education Department staff involvement in interviewer/counselor roles, an additional cost figure.

Using Microcomputers to Access Census Information

Program Description:

At present, some 1970 census data, election results, and other information are available on-line through the Community Information System (CIS) package developed by Al Williams and demonstrated at the Columbia Branch Library as part of the NRC Project. The CIS uses a companion program, MINITAB, for statistical analysis. These programs are currently in storage at the University of Washington Academic Computer Center.

The new 1980 census data, as well as the 1970 data and election results, will be available at the U.W. Initially, this data could be accessed using the CIS package with microcomputers used as "dumb" terminals (i.e. connected by phone to the U.W. computer and used only for data display). To enable this usage, some improvements in the CIS package would be necessary. These would include writing programs to enable the CIS to make small files from the master census data base and to merge two CIS files (e.g. election results with census variables) on-line.

In order to use the full capacity of the microcomputer for information processing, further software development would be required. Necessary software would include a communications program to enable the microcomputer to grab data from the U.W. computer for off-line use and format it for use by the microcomputer; display software to enable the micro to make maps; and a parallel CIS package for the micro.

We envision locating approximately eight microcomputers around the SPL system (1 at Central, 1 at GRAL, 2 in each region). Several librarians would receive in-depth training to enable them to assist patrons to retrieve and manipulate the census data. Training would include use of the microcomputer, the workings of the CIS and MINITAB programs, retrieval of information stored off-line at the U.W., and general orientation to census information.

Initially, the microcomputers at Central and GRAL would be connected to the main U.W. computer by dedicated phone lines and used as terminals to display information. Once appropriate software is developed, frequently-used census variables would be written onto floppy disks and distributed to each microcomputer location. Branch libraries would probably handle only requests for

information that could be answered with the disks they had available. Other requests would be referred to the Central Library. The librarians there would be able to use the microcomputer to retrieve the necessary files from the main computer. These would be processed in batch, written onto a floppy disk or printed out, and delivered within 2-3 days for the patron's use. (Immediate retrieval is not possible because the census information is too extensive to be stored on-line.)

Patrons who have frequent use for census information or who need large numbers of statistical manipulations will want to become familiar with the CIS and MINITAB so they can do their own data manipulations. These patrons will require a librarian's assistance to get them started and to clarify directions in the manual or explain difficulties they may be having. Patrons with a one-time need for census information will be served most efficiently by a librarian conducting a reference interview and using the microcomputer to retrieve information for the patron rather than attempting to instruct the patron in the use of the micro-computer. These persons can be compared to the library user who wants a book about dogs, but isn't willing to take the initiative to look the subject up in the card catalog. Under current staffing situations, particularly in the branches, it is usually easiest for the librarian to simply walk the patron to the appropriate area in the stacks, rather than going into a catalog lesson. If the program is made so simple that the average patron can simply sit down at the keyboard and immediately retrieve the needed information it will not be effective for complicated statistical manipulations. However, as patrons become accustomed to the presence of the computer and use it for other purposes, more of them will probably be willing and able to access the census information with minimal staff assistance and the use of an instruction manual.

I. Need for Service

The new 1980 census data is already arousing public interest, as indicated by inquiries currently being received at the branches and the Central Library. Demographic information is used for numerous purposes, including city and community planning, grant proposal preparation, planning programs to serve people, and evaluating business prospects. The 1980 census data will be in demand for the next five years until it is updated by the proposed 1985 Census.

A broad cross-section of the public can make use of this data, including community councils and clubs, minority and special interest groups, service organizations, city and county employees, business (especially small businesses), politicians and lobbyists, students and researchers, and others with personal curiosity. Many potential users of census data are not trained in statistical analysis and would have difficulty correlating several census variables to make most efficient use of the information. The CIS will make it possible not only to correlate 1980 variables, but to make correlations with election returns and the 1970 data. The CIS also makes data available for areas smaller than the tract or block group.

At present, the only access to census data in branch libraries is provided by the Polk Profiles. These contain a limited number of variables and are broken down only to the tract level. Detailed census information is housed in the History Department and the GRA Library, both of which are depositories for all Census Bureau publications. In general, one reference copy of these documents is available. Census information is frequently requested, and the major patron frustration seems to be inability to get current information and information broken down into local areas smaller than tracts or block groups. Use of the 1980 census data is anticipated to be significantly higher as the data will be newer.

Providing access to census data in community libraries would be a considerable convenience to many patrons, as well as enabling them to easily manipulate census data in ways that are not currently possible with hard copy census products. With aggressive promotion, many individuals and groups who use census data frequently or would use it if they were aware of its availability in the community and in a useable format will be attracted to the service. Use of the demonstration data base at Columbia Branch indicates significant community interest in this type of data access.

II. Cost Factors

A. Hardware

The committee recommends the use of the Apple II microcomputer as the basic hardware for this project for the following reasons:

1. Apple Corporation is in the forefront of microcomputer technology. The company's sales increased by 650% in 1979.

2. Apples are the only microcomputers with color graphic display capabilities, which is very beneficial for mapping and educational programs.

3. The Apple Foundation is a possible funding source for hardware -- the only foundation specifically for microcomputer equipment.

4. Jeff Finn has already developed some software for using the Apple to run the CIS program. There is also potential for cooperation on further software development with the Pacific Science Center, which owns and uses Apples and will be using census data for their Environmental Monitoring Project.

In addition to the basic computer, several auxiliary devices will also be required. These include a color TV (or color monitor for better picture quality); a printer, so that data need not be copied from the screen; and one disk drive for each unit. The Central Library should have two disk drives, as this enables rapid duplication of disks for distribution to other units. For security reasons, all components of each microcomputer system could be built into a cabinet and bolted to a moveable cart. A chair for each unit is also necessary. The entire system should take up not much more than 16 square feet.

Approximate retail costs of the hardware required for this project are outlined below:

Apple II Microcomputers (8) @ $1700 each (includes phone connector)	$13,600
Color TV (or color monitor for higher print quality) (8) @ $500 each	$ 4,000
Printer (80 column)	
For branches and GRAL (7) @ $500 each	$ 4,100
For Central (high print quality) (1) @ 1,100 - 1,400 each	$ 1,400
Disk Drive (9) @ $600 each (1 each location except 2 for Central)	$ 5,400
Cabinet/Cart Units (8) @ $300 each	$ 2,400
Chairs (8) @ $75 each (typist/secretarial variety)	$ 600

Other hardware costs could include the installation of dedicated phone lines at Central and GRAL at an approximate cost of $100 per month each. An alternative is the installation of acoustical couplers, about $1000 each (one-time cost), which allow for much faster transmission of information.

B. Software

The CIS package, developed by Al Williams, needs some development to achieve maximum efficiency. Two basic programs will be required. The first is a program to enable the CIS to make small files of local interest from the master Census data base. The second would enable the CIS to merge two files (e.g. election results with census variables) so that comparisons can be made on-line. An estimated one month of programmer's time would be needed to complete this software development. Estimated cost would be $2500 for each program, for a total of $5000. There is a strong possibility that the Office of Neighborhood Planning will be willing to fund this aspect of software development.

Jeff Finn is already developing software to enable the CIS package to run on an Apple computer. The cost to the library to purchase this software would run from $1500 - $2500, depending on the number of modifications that would be required. Foundation grants are possible sources of funding for this software. Other software development may be done in cooperation with the Pacific Science Center, which will be using census data for its Environmental Monitoring Project. Project director Dr. Frederick J. Lighter and his assistant director and chief programmer, David A. Taylor, have expressed interest in such cooperation.

C. Program Storage Costs

The cost to store necessary programs at the University of Washington Academic Computer Center would be about $50 - $100 per month. The University may be willing to absorb these costs.

D. Connect Time to U.W. Computer

The cost of access time to the U.W. computer is $2.00 per hour on weekdays and $.50 per hour evenings and weekends.

E. Programmer/Consultant

A programmer/consultant will be required at least part-time for this project, for purposes of software modification and troubleshooting. The project would require an average of 5-10 hours per month of the programmer's time, probably with a concentration at the beginning of the project, at a cost that could range from $20 - $35 per hour.

F. Staff Time

In-depth training for at least 11 librarians (2 from each region and GRAL, 3 from Central) would be necessary. This training would consist of orientation to the hardware, CIS program, MINITAB, and census data; practice time; and follow-up sessions as questions arise. This training is anticipated to take about 40 hours per person over a period of several weeks.

11 librarians x 40 hours x $10.00	Total substitute cost	$ 4,400

Training could take up to 120 hours of the consultant/programmer's time, including 40 hours of preparation time and 40 hours of contact time with each of two groups of librarians. All eleven librarians could probably not be trained simultaneously due to scheduling difficulties.

Other staff members could receive orientation to basic hardware and software at regular staff meetings from the librarians in their region or department who had been trained in-depth.

Some public training sessions, probably in cooperation with the Office of Neighborhood Planning, would also be held. These workshops would probably be centered around a topic of specific interest (e.g. how to obtain data for preparing a Block Grant proposal, or how to find information on school-aged children to respond to proposed school closures). An estimated five sessions per year, each requiring 2 hours of preparation and two hours of presentation time for a librarian, are anticipated.

Substitute time cost: 20 hours x $10.00	$ 200

An additional cost of this project will be the patron contact time required to provide the service. The committee estimates that each patron will require an average of 15 minutes of a librarian's time to assist them in retrieving the information they need.

G. Publicity

An aggressive publicity plan should be adopted to make the community aware of this service so that it will achieve its maximum usage. Due to the amount of time required to mount a successful campaign, the committee recommends that a public relations consultant be retained to create a public relations consultant be retained to create a public relations plan for the project, design graphic materials, and make the necessary preliminary contacts with the media.

The publicity campaign should include distribution of press releases to the major dailies and community papers, presentations to interested community groups, exposure on television news and/or feature programs, and exposure at at least four local fairs or exhibitions with a community or computer orientation. Possible costs are outlined as follows:

Consultant fee	$ 500
Graphic production (Design, layout, printing)	$ 500
Film cost and processing (Photos for newspapers and displays)	$ 50
Staff time for promotion	
Production of a 15 min. videotape cable presentation (16 hrs @ $10/hr.)	$ 160
Television appearances (Three at 2 hr. each, $10/hr.)	$ 60
Attendance at fairs (Three at 32 hr. each, $10/hr.)(96hrs.)	$ 960
	$1180

H. Maintenance

Apple equipment is covered by a 90-day warranty. The cost of a yearly maintenance contract is $195. Other equipment (monitor, printer, disk drive) is covered at approximately 1.5% of the purchase price per year.

I. Insurance

Since this equipment is very portable, it should be insured against theft. Cost of a policy would have to be negotiated with the insurer once the specific type and amount of equipment to be utilized is determined.

J. Miscellaneous Costs

1. Paper for printers
2. Installation of electrical outlets may be necessary if equipment is to be located in an area without adequate wiring.

III. Anticipated Time Line for Implementation of Service

March 1981	First census data anticipated to be available (Basic population, race, etc.) Begin program development.
June 1981	Program development completed. Hardware in place for staff training.
July 1981 thru Aug 1981	Begin in-depth training of librarians. Add detailed data which will be arriving during this time period to the data base. Prepare publicity campaign. Preliminary publicity.
Sept 1981 thru Nov 1981	System ready for public use. Workshops for community groups begin. Begin full-scale publicity campaign.
Oct 1981 thru Feb 1982	Census data by small areas due. Incorporate into data base.

IV. Advantages to the Library

A. Professional development of library staff.
B. Develop new patron support for the library.
C. Census information will be available at community access points and to people not trained in statistical analysis.
D. In-demand information will be provided quickly and efficiently.
E. Library's public and professional image will be enhanced.
F. Availability of micros for user-generated uses (e.g. people who bring in their own disks to use on the library's equipment).

V. Possible Funding Sources

A. Office of Neighborhood Planning may be able to help with salaries, staff time, training and promoting to community groups.

B. Block Grant money.

C. U.W. computer center may supply storage free of charge. Possible help with software development.

D. Pacific Science Center - cooperative software development.

E. Foundation Grants
Apple Foundation - Apple microcomputers
Mott Foundation, McDonald's Foundation - Access time, software development, other costs.

F. Bunn Fund

G. General Library Fund

VI. Budget (First Year)

Hardware		
Apple II Microcomputers (8) @ $1700 each		$13,600
TV/Monitor (8) @ $500 each		4,000
Printers (7) @ $500 each		4,100
(1) @ $1400		1,400
Disk Drives (9) @ $600 each		5,400
Cabinet/Cart Units (8) @ $300 each		2,400
Chairs (8) @ $75 each		600
	Subtotal	$31,500
Software		
CIS development (census variables, election results)		5,000
Apple software (insure compatibility of CIS with Apple)		2,000
	Subtotal	$ 7,000
Program Storage		
12 months @ $75 each		$ 900
Access Time to U.W. Computer		
10 hrs/month x 12 months x $2.00		$ 240
Programmer/Consultant		
10 hrs/month x 12 months x $30		$ 3,600
Staff Time		
In-depth Training (substitutes) 11 librarians x 40 hrs x $10		$ 4,400
Trainer - 120 hrs x $30		$ 3,600
Public training sessions (substitutes) 20 hrs x $10		200
	Subtotal	$ 8,200

Publicity

Consultant fee	$ 500	
Graphic production (design, layout, printing)	500	
Film cost and processing (black/white photos for papers, displays)	50	
Staff time		
15 minute videotape for cable TV production (16 hrs x $10)	160	
TV appearances (3 x 2hrs x $10)	60	
Attendance at fairs (Computer-oriented fairs) (3 appearances x 32 hrs x $10)	960	
Subtotal		$ 2,230

Maintenance

Apple II computers (8) x $195 (cost of maintenance contract)	$ 1,560	
Other equipment (1.5% of purchase price) 1.5% of $14,850	225	
Subtotal		$ 1,785

Paper

1 case x 8 units x $70 (if using lower cost thermal printers)		$ 560
GRAND TOTAL		$56,015

N.R.C. Project Neighborhood Resource Centers

The committee recommends:

- Continuation of Neighborhood Resource Centers primarily to feature time-sensitive documents on local issues (environmental impact statements, etc.). This is analogous to the way new fiction and non-fiction titles are currently featured in the branches. The centers themselves would be scaled down(see below) to facilitate ease of use for both patrons and staff. These suggestions are supported by the N.R.C. Project questionnaire responses.

- Retention of the A-frame bookcases used to house some of the N.R.C.s along with the clipboards(archboards) and neighborhood maps(where available) to help maintain identification of the centers developed over the two year demonstration project through news releases and community group presentations. The name, 'Neighborhood Resource Center', should continue to be used for the same reason.

Other recommendations and further detail

Maintenance of a separate materials collection could, without significant cost impact, be continued at the Regional Level. Given the organizational structure developed during the pilot project, but reduced in scope, minimal staff time would be required to select and organize the documents. The projected cost for one librarian to spend two hours a month per region($10 per hour rate) would be $20 a month or $240 a year per region and $60 a month or $720 a year for the Division.

The committee agrees that the scope of materials available, especially in the nine full-scale centers, should be reduced to: Local Government, Land Use/Zoning, The Neighborhood, and Schools. The balance of topics should be considered in the context of collection development procedures and goals for each region. The continuation of cataloging of documents with long term value is recommended.

The committee recommends the retention and use of the clipboards(archboards) for the posting of announcements of meetings and public hearings, and also the posting of press releases of City Departments or Offices. The projected cost to continue this part of the project using a clerk at $7 an hour for a quarter of an hour each week per branch would be $7.58 a month per branch or $90.96(=$91) annually. By region, the cost would be $819 for South, $637 for Northwest, and $546 for Northeast. The Division cost annually would be $2,002.

The reduction in scope of this collection will contribute to it being appealing and easier to use by both the staff and the general public. Focusing on local documents, both publicly and privately produced, would reduce the confusion in searching for this material.

The subscriptions should be reviewed by each region's selection coordinator or committee for a decision on continuation. The committee would recommend continuing at selected locations the following;

Grantsmanship Center News
$20 per year (6 issues annually)

N.A.N. Bulletin (National Association of Neighborhoods newsletter)
$25 per year (approx. 4 issues annually)

Neighborhood Works
$40 per year (22 issues annually)

Rain (Journal of Appropriate Technology)
$15 per year (10 issues annually)

Self-Reliance
$15 per year (6 issues annually)

One set of a year's subscriptions per region would cost $115. For the Division the cost would be $345. The balance of titles appear to be for a specialized audience, for example professionals in the field of planning, and not useful to most branches.

New publications related to the topics should be broungt to the attention of Regional selectors at the systemwide meetings by personnel from G.R.A. Library or the Documents Librarian. Projected cost for three Regional selectors to spend one hour a month (at $12 per hour) would be $36 a month or $432 per year. G.R.A.L. staff participation on a monthly basis would require 5 hours of preparation and meeting time (at $10 per hour) or $50 a month/$600 annually out of the G.R.A.L. budget. The Documents Librarian's participation, estimated at 2 hours a month (at $12 per hour) would be $24 a month or $288 a year out of Documents'-Technical Services' budget.

The committee recommends periodic weeding to remove dated or unused material on a regular basis. Local documents could be retained for one to three years in one location per region. The estimated cost for one librarian to spend an hour a month (at $10 per hour) per branch would be $10 a month or $120 annually. On a regional basis, the cost would be $90 a month/$1,080 annually for South,

$70 a month/$840 annually for Northwest, and $60 a month/$720 annually for Northeast. For the Division, the cost would be $220 a month or $2,640 a year. This weeding would most likely be accomplished regardless of the location of the material; whether the titles were in an N.R.C., official documents file, or elsewhere in the collection.

Cost Summary

If the committee recommendations are followed, the estimated costs would be as follows:

	per Region			Division	other
Materials organization	S	NW	NE	Cost	unit
1 librarian @ $10/hr. x 2 hrs/mo.x 12mo.	$240	$240	$240	$720	
Materials maintenance (weeding & posting)					
1 librarian @ $10/hr. x 1 hrs./mo. x 12mo. x (# branches per region)	1,080	840	720	2,640	
1 clerk @ $7/hr. x ½hr./wk. x 52 wks. x (# branches per region)	819	637	546	2,002	
Materials selection					
1 librarian @ $12/hr. x 1 hr./mo. x 12mo.	144	144	144	432	
Other library unit participation---Materials Selection					
1 librarian @ $10/hr. x 5 hr./mo. x 12mo. (G.R.A.L.)					$600
1 librarian @ $12/hr. x 2 hr./mo. x 12mo. (Documents)					288
Magazine/Newsletter subscriptions, one set	115	115	115	345	

Total cost:

per Region					
South	2,398				
Northwest		1,976			
Northeast			1,765		
for the Division				6,139	
for S.P.L. overall(excluding processing, etc.)					7,027

N.R.C. Outreach-Presentation Models (#1 & #3)

Program Description:

A small core group of interested librarians from each region would be familiar with the resources available from Seattle's city departments and the Library that could help neighborhood improvement groups and other community based organizations to be more effective. More than one staff member is recommended to be involved in each region to allow greater flexibility to meet commitments for staffing and covering meetings scheduled for the same time.

A survey should be conducted of more prominent groups/organizations to determine the type of service needed by groups that demonstrate interest in having Library personnel work with them. It is recommended that 8 groups/organizations per region would be served by 3 staff members over a 9 month period from September through May. These figures are suggested based on the ratio of groups to librarians actually used during the demonstration project, but expands the capabilities with the added staff participation.

After the groups to be served have been identified, one of the librarians would contact one or more leaders of each group and offer to develop a program specific to the groups' needs. Possible alternatives include:

1. Presentation on general library resources for the group
2. Presentation on specific collections or topics
3. Provision of a tour of a branch or department
4. Attend and participate at one or more meetings.
5. Provide informational meetings with officers or small group.

Follow-up publicity on library resources targeted to community-based group interests would be provided in the weekly community newspapers and newsletters through these librarians. Other staff members would be given periodic updates and awareness sessions. At least 2 training sessions during staff meetings per 9 month period are recommended for the professional and the lead clerical staff. Monthly meetings are recommended to inform administrative staff of the concerns and questions that are being expressed by community members.

It is also recommended that all nine participants meet at least once a quarter to facilitate sharing experiences and improving skills. An ongoing evaluation along with necessary adjustments, where necessary, would also occur at or as a result of these quarterly meetings.

I. Need for Service/Value to Community Services Division

- Community Councils and neighborhood improvement groups are a strong force in Seattle--people identify with their neighborhoods and community libraries should be part of the process.
- Community councils and other neighborhood groups provide a forum for communication between the Library and other city departments and neighborhood residents (two way communication).
- Provides opportunities for professional development.
- Improvement of the Library's image as an active, interested, and concerned institution.
- Facilitate community studies and knowledge of user and nonuser groups.
- Improvement in overall public relations posture through personal contacts developed by professional staff with community representatives.
- The Demonstration Project (N.R.C.) successfully generated interest and use of libraries. There were many expressions of enthusiasm as a result of professional direction and assistance provided to the community councils and neighborhood groups.

II. Ongoing Staff and Materials Cost Estimates

Staff assigned to this project would need additional time for preparation as well as attendance at the meetings or the provision of other suggested services. While the impact on regular scheduling is difficult to accurately assess due to many variables per region, the committee believes that the following estimates are an average figures based on the demonstration model participants' recorded usage.

Consideration for the involvement of Mobile/Outreach staff and Central Department personnel should be included in the orientation and provision of special collection information, but reasonable estimates were not possible

to determine by the committee at this time.

- Training orientation for 2 additional staff members per region in addition to the project participants:
  6 librarians @ 8 hours @ $10/hr - - - - - - - - - - - - $480/yr.
- Preparation of specific instructions by project participants and review by administrative staff including topics such as what is the purpose and goal of the project, operating procedures, standardized formats for presentation and reporting, and an information sheet explaining what to expect of community groups.
  5 librarians (project participants) for 6 hrs. @ $10/hr. avg. $300
- Review conducted during regular meetings of Administrative staff
  8 staff members for 2 hrs. @ $13.00/hr. avg. $208
- Screening to identify target groups, estimates of 50 active groups reduced to about 30 through this process
  9 librarians or staff members 4 hrs. ea. @ $10/hr. $360
- Data assembly for targeted groups (8/region), and introduction to each group: who are the officers, what are the concerns/issues.
  9 librarians 2 hrs. ea. @ $10/hr. $180

- Scheduling and preparation time for:

	PREP	MEETING/ PRESENTATION	COST/LIBR/GROUP
Presentations to groups	4 hrs	3 hrs	$70
Tours	4 hrs	2 hrs	$60
Meeting attendance	1 hr	3 hrs	$40
Small group informative talk	4 hrs	2 hrs	$60

Time for the above would depend on the experience level of the staff member and would be expected to drop overtime.

- News Releases
  Preparation:
  6 hrs/region/quarter(in addition to program promotion)
  18 hrs over 9 months x 3 regions @ $10/hr $540
- Other promotional material preparation such as a flyer or brochure
  6 hrs at $10/hr $60
  Supplies $10

- Orientation sessions with other staff

  Preparation: 9 librarians @ $10/hr for 3 hrs per region $270

  2 extra staff meetings in each region, 2-hr. meetings, 9 libr. ea. $360

  $630

  This project would require additional relief staffing to ensure that adequate preparation is accomplished and that these people are available at the time needed to provide these services.

- Meeting with regional Administrative Staff

  Regional librarian and adult coordinator plus 2-3 participants @ avg. $12/hr.

  9 months x 4 staff x $12 per hour $432

  Multiply this by 3 regions... x3

  $1296

- Quarterly meeting (for evaluation purposes)

  9 librarians x 2 hrs x 3 mtgs x $10/hr. $540

TOTAL . . . $4,834

CONCLUSION:

- A real bargain for accomplishing improved visibility and good public relations for community libraries
- Is consistent with ongoing service patterns or goals
- We take lead in showing positive use of libraries
- Development of positive library lobby
- More than immediate group members affected
- Ripple effect of improved staff development--transferable skills, knowledge and contacts with other projects and groups

N.R.C. Project Community Contributions (Model #2)

While the experience of the Fremont Branch Library and the Fremont Community Council has been quite positive, this perhaps may be due to several unique factors. The change in leadership of the F.C.C. and their desire to openly publicize meetings they conducted coincided with the approach made by the N.R.C. Project Librarian asking if they wished to contribute or post material in the Fremont Branch Library. Also, the fact that the library is the only public building in Fremont placed it in a unique position: a logical (and, in some ways, sole) location where information concerning the community could be made available.

The committee does not recommend actively soliciting participation of other community councils to contribute meeting minutes or other materials to other S.P.L. branch collections. In the event a unique set of circumstances similar to what exists in Fremont develops in another branch neighborhood, this recommendation could be reconsidered. The experiment at Fremont should be continued since the results have been quite positive.

Cost to continue at Fremont: ½ hr. per month x $6.51 per hr.(Clk. 3/5)
= $3.26 mo/$39.12 annual.

3 October 1980

Linda Fitzpatrick
Institute of Public Service
Seattle University

Dear Linda: Please include this letter in the final evaluation of the N.R.C. Project. It raises one or two points not adequately treated in the evaluation. Thanks.

Don

Don Willis (N.R.C. Project Librarian)

During the first year of the Project, inevitably a few problems developed due to the procedures followed by one institution not meshing exactly with those followed by the other. This involved reporting requirements, what was or was not possible to do in the branch libraries under current conditions, and problems mostly involving coordination of effort once the objective had been agreed upon. After an unproductive policy meeting in November 1978 where the budget segment of the second year proposal was discussed, both institutions saw the need for a more formal definition of roles and responsibilities. This eventually came to pass half way through the second project year, reducing the usefulness of such a formal agreement by half.

In order to strengthen the connections the Community Resource Center had with the city's neighborhoods, a community based organization was sought which would add the services the C.R.C. offered as a part of its program. The People Power Coalition was approached and a mutually acceptable arrangement was worked out by which Seattle University would subcontract with People Power for the Community Resource Center/Community Information Specialist services for the second year of the N.R.C. Project.

Theoretically, this should have worked out. However, in the opinion of the Project Librarian, the entry of a third organization part way into the second project year, after the two full time project staff members had developed a fairly productive working relationship between themselves, Seattle University, and Seattle Public Library, has caused more problems than such a realignment intended to solve.

With the advantage of hindsight, the Project Librarian would recommend that any library system should consider carefully the advantages and disadvantages of allowing another institution to play a major role in a library project which extends over a period of time. Prior to the signing of any agreement, roles should be clearly defined, mechanisms set forth for resolving disagreements, and methods for monitoring general progress agreed upon ahead of time. This should not discourage a library system from investigating cooperative projects with other institutions. Such projects or programs allow the library to expand the services available to the public they serve. Working relationships should be clearly defined ahead of time.

Neighborhood News In Review - June, 1980

The Neighborhood News Review Project, sponsored by Metrocenter YMCA, produces weekly radio programs covering issues, events and projects which are news in Seattle's communities. The programs — five 90-second spots weekly and one 5-minute, bi-weekly, mini-documentary — are broadcast by KZAM-AM and FM, KBLE-AM and FM, KXA, KYAC, KAYO, KEZX-FM, KBCS-FM and KING-FM. In 1980, Neighborhood News Review has produced over 125 stories about Seattle citizens as they actively improved the quality of life in their neighborhoods.

The Community Resource Center, which regularly provides citizens with information about the membership and activities of community groups, transcribes and distributes Neighborhood News programs through the Seattle Public Libraries.

Project staff reviewed 1980's stories and selected the following as a good sample of community activity in Seattle as reflected in Neighborhood News Review's programming. Review staff include Roz Barnett, Diane Clark, Mary Judd, Arthur O'Donnell and Judy Tobin. You can reach them with your story at 325-4357.

MADISON J.H. FITNESS TRAIL — West Seattle

Madison Junior High students are turning their desert-like playfield into a fitness trail for West Seattle. P.E. teacher, Bob Sterling, came up with the idea. "There are basically 2 types of exercise stations, a warm-up exercise station which might be just a large area that the station asks you to do 20 toe touching exercises or 20 jumping jacks, and then you jog to another exercise station and that might be a large muscle activity station where you would have to handwalk across a series of bars." Madison science classes are testing soil, math classes are calculating elevations, and art students are designing signs for the exercise stations. Azum Khan and Glorianna Harry ran two other Puget Sound fitness courses before adopting the idea. "It'll be good for people coming up in the school. They'll be looking forward to it and other people in the community can come and use it a lot. Not many kids work on something like this thing, really get involved, and that's what we'll be doing." A local business has helped the students' labor by donating lumber. They still need trees, bark, and tires. Plans for the trail will be displayed for the public, May 2nd, at Madison's Imagination Celebration Day.

HOMESHARING — Capitol Hill

Maude Greenlee is 83 years old. Since early May, she has been sharing her big, old Capitol Hill house with 28 year old Ken Kreinke. They are part of Homesharing for Seniors, run by the Stevens Neighborhood Housing Improvement Program. Stevens has made 78 matches, bringing together 167 people of all ages. Homesharers keep each other company; they sometimes trade chores for rent; they find it easier to afford the costs of keeping up a house. Maude Greenlee talks about Homesharing. "I didn't like to be in my home alone, and I needed some help around the house. I also needed a little extra money because the expenses were getting so much to maintain my home that I didn't know if I would be able to stay in my home or not. So that was the reason I wanted someone — mainly because I was alone." Ken Kreinke pays the going rate for his room at Maude's, but their homesharing agreement makes him very different from an ordinary renter. "He talks with me more, and he shares little things that I have to do, and I share with him. I do his laundry and take care of things like that and he helps me. He cut the grass last week, for one thing. When the light bulbs are out, it's too high for me to reach. He puts in the light bulbs. When he's going to the store, he picks up something for me. He lets the dogs in and out. And I do things for him. Once in a while, I share my food with him." The Homesharing Program is also interested in a Group Home. They want to buy a house on Capitol Hill where young and old can share space, food and chores. You can talk with the folks from Homesharing at CityFair, at Seattle Center's Exhibition Hall, from June 6th to 11th. Maude Greenlee will be there on June 10th, from noon to 4. To find out more, call 329-7303.

CHERRY HILL SELF-HELF HOUSING — Central Area

A single tree is the only inhabitant of the City-owned block between Yesler and Washington at 24th. The land has lain dormant since urban renewal, and while the tree grows steadily, so does the price of the land. Valued at $20,000 five years ago, the property now commands $182,000. Bidding for that land, along with profit-making developers, is a group of Cherry Hill residents and the Environmental Works Group. What the residents are proposing is a self help housing project on the site ... similar to one in Mt. Baker. Maxine Liggens is a resident who wants to see self-help housing in the neighborhood, so that community members like her mother can afford to buy a home. "One of the things that really concerns us is the fact that large developers are coming in to the Central Area particularly and building condominiums that are not affordable for residents of this area. As a result, the housing shortage in this area is getting even more critical." According to Terry Furlong of environmental works, self-help housing can cut the cost of construction by as much as $15,000. The group offers design services and supervision for home owners who become home builders ... doing about 80% of the labor themselves. Both Liggens and Furlong realize that the City may accept a higher bid for the land ... so their groups are exploring other possible sites to bring self-help housing to the Cherry Hill community. If you want to find out more about self-helf housing call Environmental Works at 329-8300.

FAIRVIEW COMMUNITY COUNCIL — Fairview

Two years ago, the Seattle School Board closed the Fairview School at 78th and Roosevelt Way. The Seattle Housing Authority announced it would use the school property as part of its Scattered Site Program, building 15 low-income housing units there. At first the neighborhood vetoed the location, but Bill Hamilton, President of the Fairview Community Council saw the protest action turn to a cooperative solution. "The members of the community gathered a petition and presented it to Mayor Royer, and asked him to reconsider the possibility of using this site for low-income housing purposes. The Mayor came out and talked with us one evening, and suggested that members of the community and members of the Seattle Housing Authority form a committee to select consultants who would in turn study the site and make some definite recommendations." Surveyors chosen by the joint committee have gone door-to-door in Fairview, asking residents about low-income housing and other uses of the Fairview School site. Results will be made public on Thursday, April 10, at 7:30pm, at 7400 Woodlawn North. For more information, call Bill Hamilton at 524-2578.

CONCERNED RESIDENTS AGAINST SUPER HIGHRISES: CRASH — Jefferson Hill

The people who live in the Jefferson Terrace Apartments in Downtown Seattle are elderly, or disabled, or living on low, fixed incomes. They will never again own their own homes. The skyscrapers of downtown, Puget Sound, and the Olympics are the only front yard they have. Now, King County plans an 18-story jail building which will block the view from Jefferson Terrace, and residents have mobilized to save their "front yard." Their committee is called "CRASH": Concerned Residents Against Super Highrises. Marie Crawford says they have a big problem. "We have many people here that are elderly and cannot get out, and their only entertainment is to sit at the window and enjoy the activity on the Sound and the beautiful sunsets. And it would be a great traumatic experience for them to have to do without anything like that, because many of them can't even go shopping. They can't get out, so this is their only way to stay in touch with the world." CRASH and the First Hill Community Council have already convinced the King County Council to let Jefferson Terrace tenants have **some** say about the design of the new jail. Marie says the residents may be **up** the hill from the jail, but they're not **over** the hill. They intend to move the site of the jail building. Jefferson Terrace makes up one entire electoral precinct — the one with the highest voter turnout in the city. Their current slogan is "NO BOATS, NO VOTES." For information on CRASH, you can call Lila West, 623-9249.

INTERNATIONAL GARDEN — International District

Bok choy, kohlrabi and eggplant ... not vegetables found in the typical home garden. But then, this is the Community Garden of the International District. Several times a day low income elderly folks from the area make the climb to work their patches. Most of the heavy work is done by younger volunteers. One of them, Bob Santos, Director of Inter*Im, took some time out from hoeing and weeding to tell Neighborhood News this year's plans for the garden. "Right now we're in the process of expanding the garden onto City property so that we can double the size of the present garden. We have about forty people on

the waiting list. The City property is quite well overgrown right now, and so what we're going to do is thin out the blackberries, and construct another forty gardens. Down here, below the existing garden, we're going to develop an orchard." The cost of maintaining the garden is not much, but expansion is eating away available funds. If you can help out with a donation ... of time, equipment or money, contact Inter*Im at 615 S. Weller ... or call 624-1802.

DEVONSHIRE APARTMENTS — Denny Regrade

Construction of high density, luxury apartments and condominiums has already begun in the Denny Regrade area. And residents, mainly single, fixed income elderly are feeling the threat of apartment demolition and displacement. One apartment in particular has become the subject of negotiation between developer and community. The Devonshire is an older, court-type apartment building. It sits on property slated for development by Martin Selig, who has many retail and office structures to his credit. According to Denny Regrade Community Council President Ann Hershey, residents are concerned with Selig's plans to demolish the 63-unit building. But unlike other developers, Selig has offered to negotiate ... tenants have won a rent freeze and are exploring options for their future. "He's even mentioned the possibility of taking an existing structure and renovating it for these tenants, or maybe even building a new building for them. He apparently has the money to do right by these tenants, and I'm glad to see that he has said that he would do this. I think that's a step in the right direction, because up until very recently the developer hasn't had to bear any of the social costs that his development might cause, but gets to reap the benefits and the profits from it." In what seems an effort to come to terms with the community, Selig has hired Art Skolnik as a consultant. Skolnik, who has a reputation as a housing preservationist, says he and Selig may make an "unholy duo" in the eyes of the community. But he says that he sees the chance for a settlement that will set a positive precedent for other developers who come into the Regrade.

SEED ECONOMIC DEVELOPMENT — Columbia City

Getting the financing needed for expansion or new development has always been a chore for small business folks. High interest rates and an uncertain economy make making money even more difficult. South East Effective Development, SEED, has been trying to help businesses in their area get their loan packages together. But according to project manager Darwin Campbell, many are just afraid to go ahead with new projects. "One guy wants to build a new warehouse for an existing business that he has now. He has the plans all ready to go. He has the equity that he needs to go into the facility. We can find financing for him. I don't think that's going to be a problem. We've already inquired and found out that somebody would finance him, but he doesn't want to borrow money at 18-19-20 percent." Campbell says that most federal programs do not address the needs of small business. In fact, he says that some projects have been told they don't involve enough financing to qualify. But he says SEED has been able to help some people find the loans they need ... and to help develop business plans, as well as refer them to legal and accounting help when needed. If you have a southend business that might benefit from SEED's economic development project, call Darwin Campbell at 723-7333.

SEWARD PARK AVE. SOUTH "FREEWAY" PROTEST — Southeast Seattle

Five hundred residents of the Lakewood/Seward Park community recently signed a petition protesting what they call a "freeway" on the 50th/Seward Park Ave. corridor (that runs between Lake Washington Blvd. and the Rainier cut towards Renton). Carol Pencke says drivers streak along this 10 mile stretch of road past three preschools, two elementaries, several parks, and numerous churches and synagogues. "One of the things that we discovered in looking at this is, for example, on Rainier, on the same stretch, there are ten stop lights. On 50th, Wilson, Seward Park, there are two stop signs. It's much faster, it's much straighter and it goes strictly through a residential neighborhood. What's happened is commuters have moved over and are using our neighborhood as a through access. We've got some police statistics. In a four-year period there were two hundred and fifty accidents on this corridor, and one hundred thirty-one of them were injury accidents." Carol and other neighbors met and decided that the cheapest and quickest solution to the problem would be to install four-way stops at seven intersections along the 50th/Seward Park Ave. corridor. They chose intersections where traffic and pedestrians most often clash. Carol says stop signs don't cost much and don't need an Act of Congress to install. The Lakewood/Seward Park Traffic Committee presented their recommendations to the Engineering Department and

Council member Jeanette Williams. The community expects the city to act quickly and decisively to end the dangerous traffic situation. For a progress report on meetings between city officials and the neighborhood, call Carol Pencke at 723-8285.

PIPERS CREEK — Greenwood

"I think a fisherman always remembers the first stream he ever caught a trout out of. In my case, I grew up in the North End. I used to walk from there to Startish and Pipers Creek at that time, when I was eight or nine years old. Sometimes I would come back covered with mud, but I'd only found a few trout." Ted Mullendorph recalls when Pipers Creek was his favorite fishing hole . . . now he's using his experience as an aquatic biologist to bring life back to the creek. Last year, Mullendorph heard of the efforts of the Broadview community to clean up the creek. But the residents were unable to convince the State Fisheries that the creek would be a good place for a salmon hatchery. Then, Mullendorph stepped in and showed that chum salmon would actually thrive in Pipers Creek's particular environment. Now, with the help of some funds from Metro, the Broadview Community Council and a fishermen's group called Trout Unlimited are working together to revive the stream. Some pollution, and the flow of water from nearby storm drains are the obstacles to fish spawning. Ted Mullendorph is confident the project will be a success. And he sees it as a way to teach people to protect their water resources . . . by not pouring oil or detergent suds into their storm drains. With a little help from everyone, Pipers Creek may soon see fishlife again. "If it isn't restored, it's a waste of water. It's a waste of resources. It's a waste of recreation that can be enhanced, that can be utilized by the entire North End."

COMMODORE PARK — Magnolia

Fourteen years ago, on a stroll along the canal opposite the Locks, Bob and Ruth Kildall came up with a great plan. "My wife Ruth and I were walking down Commodore Way and found a rezoning sign that said they were going to rezone this property from single family to multiple residence, which meant we would have had ten acres of apartments. She happened to be from Denmark and wondered how the Americans could take waterfront property and just give it to such a single use. That's what started our fight. I met Dr. Thompson that same day and together with a hundred of the neighbors in that area we formed the Greenbelt at the Locks Association." The Green Belt Association, together with the Magnolia Community Club, the Seattle Garden Club and a myriad of other organizations, won their zoning fight and raised "seed" money to help the city buy what is now Commodore Park. The full-scale community effort was the beginning of many improvements including a $3.5 million fish ladder. In fact, the fruits of that community labor 14 years ago are still being gathered today. The park and fish ladder have won at least 5 awards, most recently the Army Corps of Engineers' top landscape architecture honor. Bob Kildall says another reward has been the continuation of the Magnolia Community Club as one of the largest and most effective organizations in Seattle today. The Magnolia Club will be formally presented with the Army Corps award at their June meeting.

Support from the Mott Foundation, Safeco Insurance, H.E.W., Pacific Northwest Bell, Chevron Corp. and Metrocenter YMCA has made this project possible.

METROCENTER YMCA
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SEATTLE, WA 98104
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APPENDIX F - 13

COMMUNITY RESOURCE CENTER NEWSLETTER

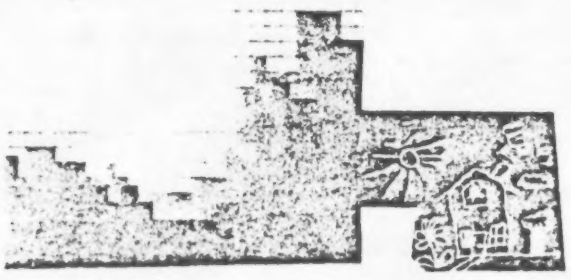
Vol. 3, No.4
May - June 1980

People Power Coalition- 909 4th Avenue, 6th Floor, Seattle WA 98104 Phone 447-3621

The Community Resource Center is coming to the end of its funded program. The Seattle Public Library and Seattle University have co-sponsored the CRC in order to demonstrate how libraries can provide information needed by community improvement groups. Various programs and services have been developed by CRC staff, people in the library and throughout the community. It is our hope that this support to neighborhoods in Seattle and King County has been beneficial. Although we know much about the various ways the community has used the program, it would be helpful to us and any future projects with similar goals if you would take a moment to think about this activity and respond as it is convenient for you. The address and phone number of the Community Resource Center are listed above. The major services and products provided by the Community Resource Center include:

- The Community Council/ Club Directory of Seattle and King County
- The CRC Newsletter
- Information and Referral Services
- Technical Assistance to Neighborhood Groups and members
- Information about materials, contact people and other resources available at Seattle Public Library branches in the Neighborhood Resource Centers
- Librarian outreach activities at community council/club meetings
- Mailing lists and labels of Neighborhood Improvement groups
- Computer assisted access to the Community Council/Club directory, computer games, census tract data, and election information at the Columbia Branch Library

Any evaluation of the project is only as good as the kind of information we receive and, of course what is done with that information. Important steps are being taken now by Seattle Public Library to ensure that needed materials and resources will be available in the branch libraries. Other organizations are interested in maintaining other needed services. We need your evaluation of services in order to get a good idea of what we should try to maintain in the absence of federal support for the project. Please help. No questionnaire is attached.



BICYCLES

Five citizen volunteers from Bremerton and Kitsap County have been appointed jointly by the City and County to advise decision makers on matters relating to bicycling.

As gasoline becomes more expensive, the many health, environmental and economic benefits of everyday bicycle use are coming more into focus in communities everywhere. Bicycling is a wonderful aerobic exercise. Your energy is what it takes to get it running. Bicycles are engineered to function efficiently. Bicycles don't go so fast they get out of control. They go slow enough that you can enjoy what goes on around you. Anyone can repair a bicycle. The initial investment is minimal and the cost of operation is negligible. People don't get killed when two bicycles run into each other. Etc. Etc. Riding bicycles is a good idea.

The Bremerton/Kitsap County Bicycle Committee has recommended an initial bicycle route that connects several communities on the Kitsap Peninsula. The Committee plans to recommend additional routes, become more involved in community bicycle awareness and education activities and undertake various other projects.

Community groups throughout the Puget Sound are encouraged to support similar grass roots efforts. For additional information please contact Bob Duffy, Bremerton Planning Department at 478-5275.

EIES

****

Like Citizen Band radio users, people who work over computer networks often become devoted to the medium and find it making broad changes in their personal lives. "This is not simply a hobby," said Robert Bezilla, a consultant active on the Electronic Information Exchange System (EIES), which is a national computer conferencing system at the New Jersey Institute of Technology dedicated to exploring the potential of computer networks. "It portends a new lifestyle or career that can be frightening to those who are not participating. (A computer network) exists in the electronic ether-disembodied communication takes place; evidence indicates that new friendships are formed in new ways. From the addicted, there is a gnashing of teeth when it is not accessible."

EIES holds messages until its members are ready to see them, and also permits members to go back and read through old messages. EIES can be used for private or all-member conferences, vote taking, electronic questionaires, searches and filtering of information. EIES networkers say they can work more coherently without having to interrupt their time for sudden phone calls or meetings. They can think more clearly without the pressure to reply immediately in face-to-face conversation. And they say the system helps sift through masses of information on complex issues like energy or waste disposal, by means of special searching mechanisms wich sort by topic, or simply by being able to skim through headlines and titles and read only those conferences and messages which interest them.

For more information about EIES and other computer networks, come to the CityFair, June 9 through 11 or see The Network Nation, by Starr Roxanne Hiltz and Murray Turoff, (Addison-Wesley, 1978).

RESOURCES

The May 9 issue of The Neighborhood Works (at 15 branch libraries) contains an article on a proposed federal law (H.R. 5175) which would impose a national moratorium on condominium and co-op conversions for three years.

Self-Reliance (March-April issue) explains what one supermarket chain in New England is doing about recycling its wastes along with an article on financing and regulating energy self-reliance by banks, government programs, and utilities.

Locally, the City of Seattle has just released a 38 page booklet titled A Citizen's Guide to Housing Services in Seattle, explaining Seattle's major housing agencies, low-rent housing, tenant assistance, homesharing and other useful information. (available at all branch libraries)

Housing Units Authorized in Seattle 1970-79 (Current Planning Research Bulleting #41) states that a total of 18,747 new housing units were authorized for this period. However, there were significant losses due to demolitions and related actions. See this short report for the net gain.

The Neighborhood Resource Centers in the branch libraries in Seattle have many magazines newsletters and books of interest to neighborhood groups and individuals with interest in neighborhood improvement issues.

CABLE ACCESS — ACTION

Summary. On June 3, 1980 at 4:30 p.m., the City Council will review applications by three cable television companies (Clearview, Teleprompter and Viacom) to wire the northwest section of Seattle. The Seattle Office of Cable Communications and the Citizens Cable Communications Advisory Board have recommended that Teleprompter Company be granted the cable franchise. The public hearing is critical. Citizens and community groups can influence both the quality of general services and whether or not public access facilities are provided. To date, over 60% of Seattle has cable TV capability but the City has no public access production facilities. The northwest cable franchise award is a pivotal opportunity for the public to lobby for studio space, production equipment, and funding for staff, maintenance, and promotion of public access programming. Such public access facilities can and should be a part of the terms of any accepted franchise. An ad hoc Citizens Cable Committee is enlisting and coordinating public support for the June 3 hearing to work for the best possible cable franchise.

What is cable TV? Cable TV is television communicated over a wire network, providing generally improved reception of all local broadcast TV signals, as well as special services such as the Showtime movie channel, sports events, and diverse programs of local interest on the public access channel. Cable TV is available only to subscribers for a monthly fee.

On the one hand, in Seattle there are six broadcast (noncable) TV stations. Each airs programs which aim to attract large audiences: the bigger the audience, the greater the advertising revenue. Individuals and community groups can't afford to buy broadcast time on regular TV channels. On the other hand, Seattle's cable TV companies currently offer some 14 channels; because cable TV can carry more channels (a few cities carry upwards of 40 channels), some channels can be made available for special needs such as education, government, and public access programs. Owing to the number of channels available, cable is in a good position to better serve the information needs of the community than broadcast TV. Of course, in order for the public access component to work the public must have

access to production capability. The potential profits from subscribers' fees are high, and to some extent the cable companies are willing to provide the relatively small amount of money required to operate a production facility as part of the lucrative franchise awards. The key issue is how much the public needs and what can be negotiated with the companies. WE NEED YOUR HELP TO MAKE THE NEGOTIATIONS MEANINGFUL.

What can you do?

* BECOME A PUBLIC ACCESS ADVOCATE. The Seattle Community must evolve rapidly into public access advocates who demand that the question of public access be considered a major issue by City Council. We need to let Council know that lots of us want a public access facility in Seattle. The Council does not have to accept any franchise proposal that does not provide for public accessibility to cable television audiences. The June 3 hearing is our chance to let the Council know how we feel.

* LEARN ABOUT AND SUPPORT THE ISSUES. Our main points of concern are the following:

1. Public access requirements in existing franchises should be enforced.
2. Any new franchise applications in the City should provide at least an "acceptable" system as outlined above.
3. The regulatory responsibilities and public accountability of the Office of Cable Communications should not be lost in any reorganization of City government. A plan for public access TV in Seattle should be developed and followed by the OCC.
4. Community representation on the Citizens Cable Communications Advisory Board should be broadened, and the Board's influence on regulation should be strengthened.
5. An independent public access production facility should ultimately be established under the direction of a Community Public Access Board to ensure community control of the City's public access channel(s).

* COME TO AN INFORMATION WORKSHOP. The workshop will be Wednesday night, May 28 at 7:30 p.m. at the Downtown Seattle Public Library. At this workshop you will see examples of nationwide access programming, find out how you or your group can use cable TV, and talk with other interested individuals and groups who want to make public access a reality in Seattle. Opinions will be discussed, and we'll work on presentations for the public hearing with City Council on June 3.

* ATTEND THE PUBLIC HEARING ON JUNE 3. The hearing will be on June 3, at 4:30 p.m. in the Council Chambers, 11th Floor of the Municipal Building (5th & James). The hearing concerns the granting of a cable franchise for the northwest section of Seattle, but it is our chance to work for a Seattle Public Access Facility. Let the Council know it is their affirmative duty to tactically negotiate an acceptable arrangement with the cable companies that provides for true public access.

* WRITE LETTERS TO CITY COUNCIL AND THE MAYOR'S OFFICE. Send a short letter to the Council, especially to Council President Paul Kraabel, and to the Energy Committee Chair Randy Revelle, and to Mayor Charles Royer. Tell them not to approve any franchise until full negotiations with the companies involved have obtained a public access facility. Suggest that this is important right now. The City gets tax revenue from the cable companies (projected to be about $600,000 in 1981); all goes into the City's General Fund -- none is earmarked for public access.

CityFair Workshops

On the eve of the CityFair, June 6 through 11 at the Seattle Center Exhibition Hall, we thought specific reference to some of the events targeted to neighborhood organizations might be in order. The following are random choices made that indicate the range of workshops, celebrations, entertainment, and speeches.

Thursday, June 5	"California Spring", a KING-TV CityFair special on
7:00 p.m	citizen initiative in three California cities (Channel 5)
Friday, June 6	Opening Ceremony
12 Noon	Exhibition Hall The mini-city comes to life.
Noon - 2:00 p.m.	Free Admission to the CityFair
7:30 p.m. and	Maria Muldaur and Jesse Winchester concert
10:30 p.m.	Seattle Center Playhouse
Saturday, June 7	Registration, "Sensing the City", Family Workshops
8:00 a.m.	Eames I-Max Theater, Pacific Science Center
8:30 a.m. - 5:45 p.m.	All-Day Workshop: Second Annual Church Council Housing Workshop, First United Methodist Church
11:00 a.m.	Speaker: Bayard Rustin in the Flag Pavillion
Noon - 1:00 p.m.	Solar Energy in the Pacific Northwest, Washington Energy Extension Service in the Center House Room H
Noon - 6:15 p.m.	Chalk Talks at the Westlake Mall
Noon - 1:00 p.m.	Workshop by the Los Angeles Tree People
1:00 p.m. to 2:30 p.m.	Stress Management Workshop Center House Room D
2:00 p.m. to 3:00 p.m.	Poetry Reading in the Alki Room
3:00 p.m. to 4:00 p.m.	Neighborhood Food Markets Workshop Center House Room F
4:00 p.m. to 5:30 p.m.	Speaker: Stanly Hallett in the Alki Room
Sunday, June 8	CityFair Relay Race Begins at Green Lake 10:00 a.m.
Noon - 2:00 p.m.	Workshop: Integral Urban House Center House Room A
Noon - 3:00 p.m.	Housing Rehabilitation and Home Maintenance Center House C
Noon - 1:00 p.m.	Workshop: How to Spread an Accurate Rumor, St. Paul Teen Peer Resources Center House Room F
1:00 p.m. - 1:30 p.m.	Moving On Dancers on the Commons Stage in the Exhibition Hall
1:30 p.m. - 2:30 p.m.	Modesto Ecology Action Workshop Center House Room B
1:30 p.m. - 3:00 p.m.	Lifelong Movement: Use It or Lose It Center House Room F
3:00 p.m.	Marilyn Wood City Celebration
3:00 p.m. - 4:00 p.m.	Drama: " City Lights" by Barry Pritchard Nisqually Room
4:30 p.m.	Speaker: Amory Lovins in the Olympic Room
Monday, June 9	SENIOR ADULTS DAY
9:00 a.m.	Workshop: Neighborhood Revitalization, Tri-City Union For Progress Center House Room C
10:00 a.m. - Noon	Workshop: Urban Land Trusts in the Center House Room D
Noon - 1:00 p.m.	Technical Wind and Solar Workshop: South Bronx Composting Project in the Center House Room B
Noon - 1:00 p.m.	Humanities Workshop: Leslie Lipson
12:30 p.m. - 2:00 p.m.	Workshop: 2500 Years of Solar Architecture and Technology Ken Butti in the Center House Room A.
12:45 p.m. - 1:15 p.m.	Commons Stage: Senior Adult Japanese Folk Dancers in the Exhibition Hall

5-77

CityFair

Monday, June 9 cont'd

2:30 p.m. -3:30 p.m.	Commons State: "Foolish Molar" musical play, Sunset Elementary School at the Exhibition Hall
4:00 p.m. - 5:00 p.m.	Workshop: How to do a Solar Site Survey on your home Center House Room B
7:00 p.m. - 8:00 p.m.	Workshop: Neighborhood Markets/Bulk Commodities Exchange Center House Room F
7:00 p.m. - 9:00 p.m.	Commons Stage: YOUTHINK performances Exhibition Hall
Tuesday, June 10	YOUTH DAY
9:30 a.m. - 11:30 a.m.	Technical Workshop: Agricultural Marketing Project at the Pike Place Market, Soames-Dunn Bldg.
10:30 a.m. - 11:30 a.m.	Modesto Ecology Action Center House Room C
Noon - 1:00 p.m.	Humanities Workshop: Carl Condit in Room A Center House
1:00 p.m. - 2:30 p.m.	Technical Workshop: A Tale of Two Cities - using Categorical Health Dollars for Comprehensive Care, U. S. Public Health Service Hospital - Room F Center House
3:00 p.m. - 4:30 p.m.	Technical Workshop: Health Maintenance Organization- Private Insurance Concepts - Center House Room B
8:00 p.m. - 9:15 p.m.	Speaker: Rev. Jesse Jackson in the Nisqually Room
Wednesday, June 11	
11:30 a.m. - 1:00 p.m.	Volunteer Recognition in the Exhibition Hall
4:00 p.m. - 4:30 p.m.	CityFair Recipe Contest Winners Announced
4:30 p.m. - 6:00 p.m.	Commons Stage: Humanities Forums in the Exhibition Hall

CITIZEN!!

... CITIZENS DISPUTE SETTLEMENT PROJECT

Conflict is an everyday occurrence, particularly in the urban environment. With a network of relationships citizens often become involved in conflicts with neighbors, friends and business relationships. Traditional dispute settlement mechanisms, such as the courts, may not be the most appropriate forum for settlements, as they may perpetuate an adversary relationship, without addressing the true nature of the problems which caused the conflict. In March 1979, the Citizens Dispute Settlement Project (CDSP) was established as an alternative mechanism for the resolution of minor citizen disputes.

CDSP's mediation process has been effective in resolving differences among neighbors, family members, friends, co-workers, landlords and tenants. A wide range of issues have been resolved from parking and noise to trespassing and maintenance of property. Mediation of disputes can commence as soon as both (all) parties agree to participate. Services are provided without charge to City of Seattle residents. The Citizens Dispute Settlement Project is located in the Lowman Building Room 315, 107 Cherry Street, Seattle, Washington, 98104. Phone number is 625-2815.

People Power Coalition
Community Resource Center
909 4th Avenue, 6th Floor
Seattle, WA 98104
(206) 447-3617 or 3621

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APPENDIX 9-48

COMMUNITY INFORMATION

FOR YOU

FAST!

COLUMBIA LIBRARY
Seattle Public Library
4721 Rainier Avenue South
625-4921

COMMUNITY INFORMATION – FAST!!!

The Seattle Public Library and Community Resource Center have installed a computer terminal in the **Columbia Library** for public use. The demonstration is designed to show how to gain access to community information – fast – through use of the computer.

Everyone is encouraged to stop by the Columbia Library and try this informational tool - no prior experience with computers is necessary.

This demonstration presents an opportunity for people to get acquainted with the computer - a tool that is already being used by many on the job, for recreation and in solving community problems.

HOURS OF USE

Librarians trained in the use of computers will be available to assist you:

Mondays	10 a.m. - Noon
Wednesdays	6:00 p.m. - 8:00 p.m.
Fridays	1:00 p.m. - 5:00 p.m.
Saturdays	4:00 p.m. - 6:00 p.m.

Drop by anytime during these hours and use the computer. If you've used the computer before and don't need the assistance of a librarian, you may use the computer any time the library is open. The Columbia Library provides service:

Monday thru Thursday 10:00 a.m. - 9:00 p.m.
Friday and Saturday 10:00 a.m. - 6:00 p.m.
Sunday 1:00 p.m. - 5:00 p.m.

TRAINING FOR YOU OR YOUR GROUP:

Individuals and groups interested in learning more about the computer use may arrange to participate in a workshop given by a professional computer specialist.

The workshop topics will cover:

- a discussion of the full range of computer programs available and how you can gain access to them.
- specific programs that might be of great interest to community organization and individual leaders.
- recruiting volunteers for data processing work.
- organizing information for electronic processing.
- opportunities and potential for the future.

Workshops will be available with preference given to Southeast Seattle residents. Contact project staff for more information or to arrange for a training workshop.

JULIE BURR, Community Resource Center
People Power Coalition
909 - 4th Avenue
Seattle, WA 98104 **447-3617 or 3621**

DON WILLIS – 625-4868

Neighborhood Computer is a Community Information Demonstration project made possible by a grant from the Department of Health, Education and Welfare, Library Research and Demonstration Program.

2/80

GETTING THE INFORMATION YOU WANT

Computer programs have been designed to make community information available to you quickly and easily. A variety of programs are available through the computer terminal. They include:

- current information about Community Councils and Clubs in King County.
- census and Block Group characteristics of your community. The computer can also map and analyze community characteristics.
- financial planning and educational programs that will make your life easier.
- recent voting information of the 35th and 37th Legislative Districts.
- computerized games to help acquaint persons of all ages with the computer.

USING THE COMPUTER:

1. Begin by reading the description of various computer programs available at the desk.
2. Select the one which meets your needs.
3. Ask the librarian to 'log on' for you and the computer will then ask you a series of questions to help it give the the exact information you're looking for.
4. Simply type your answers on a keyboard, very similar to a typewriter.

   Don't worry about making mistakes, the computer will give you a chance to try again.

APPENDIX 9-50

HOUSING

in Seattle

Seattle Public Library

NEIGHBORHOOD RESOURCE CENTER

1. Below Market-Rate Housing 9/79
   *Copies at: COL, DTH, GLK, HEN, LCY, QNA, RBH, WTS, WIL.

2. Housing: Coping with the Crunch
   Copies at: COL, GLK, QNA, WTS.

3. Housing for the Handicapped and Disabled
   Copies at: GRA Library only. 1977

4. Housing in the Public Domain 1978
   Copies at: COL, DTH, GLK, HEN, LCY, QNA, RBH, WTS, WIL.

5. Judkins/Rejected Housing Redevelopment Project (Draft EIS)
   Copies at: DTH.

6. Judkins/Rejected Housing Redevelopment Project (Final EIS) 10/79
   Copies at: DTH.

7. Just Cause Eviction--Background Paper 3/80
   Copies at: COL, DTH, GLK, HEN, LCY, QNA, RBH, WTS, WIL.

8. Landlord/Tenant Act (RCW 59.18)
   Copies at: COL, GLK, QNA, WTS.

9. Low-to-Moderate Income Housing 1974
   Copies at: COL, DTH, GLK, HEN, LCY, QNA, RBH, WTS, WIL.

10. Mann-Minor/Madrona Housing Rehabilitation Program Audit 1/14/80
    Copies at: DTH, FRE, RBH, SHS.

11. Neighborhood Reinvestment 1977
    Copies at: COL, DTH, GLK, HEN, LCY, QNA, WTS, WIL.

12. 1980 Housing Assistance Plan--Recommendations 8/79
    Copies at: COL, DTH, FRE, HIP, LCY.

13. 1980 Housing Assistance Plan--Working Draft 7/79
    Copies at: COL, DTH, HIP, HOP, LCY.

14. 1980 Seattle Housing Assistance Plan 11/79
    Copies at: BAL, BHL, COL, DTH, FRE, GLK, GWD, HEN, HIP, HOP, LCY, QNA, RBH, WTS, WIL.

15. 1980 Seattle Housing Assistance Plan--Housing Needs and Housing Program Analysis (Part 1) 6/79
    Copies at: All branches including Mobile.

16. 1979 Housing Assistance Plan 1/79
    Copies at: All branches.

17. Private-Market Housing Renovation in Older Urban Areas 1977
    Copies at: HEN.

18. Redlining and Disinvestment in Central Seattle 7/75
    Copies at: COL, DTH, SHS.

19. Regional and Local Barriers to Dispersed Low-Income Housing (Draft) 10/79
    Copies at: BHL, COL, HOP, RBH.

20. Rental Housing Principles 2/1/80
    Copies at: BAL, BHL, BRO, COL, DTH, FRE, GLK, GWD, HEN, HIP, HOP, LCY, MAG, MON, NET, QNA, RBH, SWT, UNI, WTS, WIL.

21. Seattle Displacement Study 10/79
    Copies at: COL, DTH, FRE, GLK, HEN, LCY, QNA, RBH, WTS, WIL.

22. Seattle's Downtown Housing Crisis: Proposals for Action (Draft) 3/80
    Copies at: GRA Library only.

23. Vision of the City: Housing 1978
    Copies at: COL, DTH, GLK, HEN, LCY, QNA, RBH, WTS, WIL.

24. White Center Housing Study 6/25/79
    Copies at: SWT.

Late arrivals:

25. Displacement: City Neighborhoods in Transition 7/78
    Copies at: COL, DTH, GLK.

26. A Citizen's Guide to Housing Services in Seattle 3/80
    Copies at: All branches.

27. The Limited-Dividend Approach to For-Profit Housing 1972
    Copies at: COL, DTH, GLK, HEN, LCY, QNA, RBH, WTS, WIL.

*KEY TO ABBREVIATIONS

BAL = Ballard	LCY = Lake City
BHL = Beacon Hill	MAG = Magnolia
BRO = Broadview	MON = Montlake
COL = Columbia	NET = Northeast
DTH = Douglass-Truth	QNA = Queen Anne
FRE = Fremont	RBH = Rainier Beach
GLK = Green Lake	SWT = Southwest
GWD = Greenwood	SHS = Station House
HEN = Henry	UNI = University
HIP = High Point	WTS = West Seattle
HOP = Holly Park	WIL = Wilmot

Look to
YOUR LIBRARY FIRST
for information about Seattle
--The Neighborhood Resource Center Project--
May 1980